



Cleaning & Hygiene Supplies

# Driving Radical Sustainable Change

Sustainability Report 2022 Edition



Customer Focused



Devoted



Pioneering



Sustainable



Collaborative



Devoted



Bunzl Cleaning & Hygiene Supplies (BCHS) is committed to reducing our impact on the environment by considering our actions and working with our stakeholders to find solutions that champion a more sustainable way of working.

The contents of this Sustainability Report reflect our long-standing commitment to protect our environment, secure our supply chain, and promote the wellbeing of the global community in which we operate.

## / Planet



## / People



## / Sustainable Solutions



Visit our website [click here](#)

### Providing tailored solutions

#### Our contribution

Our scale means we can drive change quickly and we are well placed to provide customers with trusted and objective advice on complex issues.

### Responsible supply chains

#### Our contribution

Our unique sourcing and auditing function based in Shanghai allows us to have a thorough level of oversight over our supply chain.

### Taking action on climate change

#### Our contribution

Our solutions significantly reduce road miles and minimise both our and our customers' carbon footprint by consolidating deliveries.

### Investing in our people

#### Our contribution

Our large family of local businesses continuing to support local communities and accelerating their diversity and inclusivity practices.

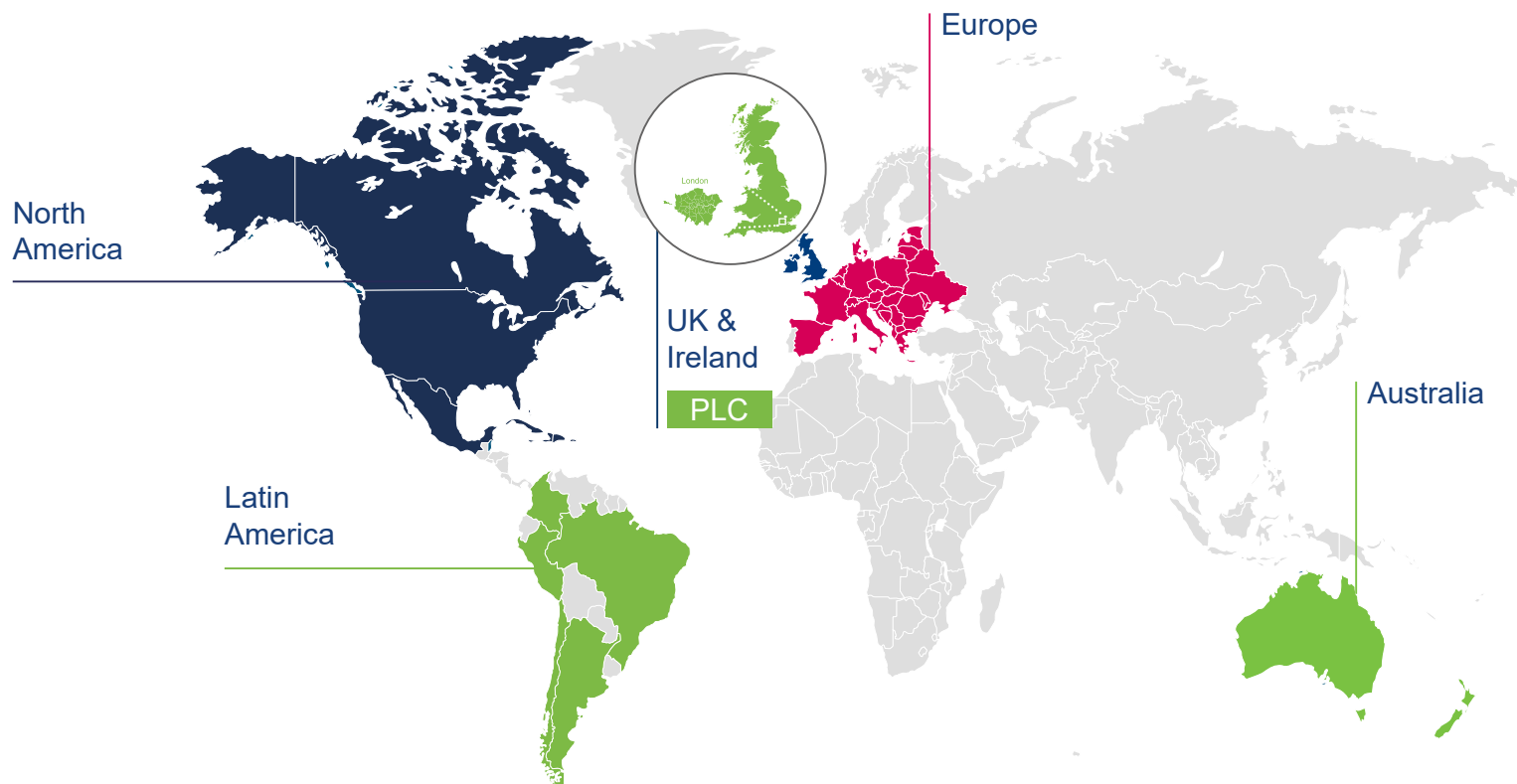


# //Sustainability at Bunzl

Our global scale, vast experience, flexibility and unwavering passion means we are perfectly placed to help build a better world. We are working pro-actively to help solve the problems society faces, both now and in the future, whether that is helping our customers innovate, improving the ways we do things to be more efficient, or partnering with communities and other stakeholders to make a difference. We understand our role as an influential leader in the transition to a more sustainable and equitable future.

Globally, Bunzl has developed a team of 14 sustainability leaders sharing best practice across the Group. In the UK and Ireland Business Area, 4 of these leaders work with their divisional teams to implement the Group Sustainability Strategy and support our customers' sustainability objectives.

Each Business Area reports back into the established sustainability governance structure to ensure that all levels of the business from Operating Company to Board understand the principal objectives, targets, priorities and progress of Bunzl's sustainability strategy.



## Bunzl's Sustainability Governance Structure





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# //Our Vision

We are driving radical industry change through **innovation** and **sustainable** products and solutions that **don't cost the earth**.

## Our Sustainable Pillars



### Planet

It is our responsibility to supply the most sustainable products that cause the least harm and deliver them in the most efficient way.



### People

People are the driving force for stronger communities and a healthier environment. We celebrate diversity and foster an inclusive workplace that puts employee wellbeing at the heart of our business, nurtures talent and generates social value for a better world.



### Sustainable Solutions

Our Sustainable Solutions are the key to unlocking industry-wide change, making sustainable cleaning the easy choice.



RELIABILITY  
IS ESSENTIAL

Strength Through Sustainability			
Our Sustainability Vision			
At BCL, we see sustainability in three forms: Planet, People and Sustainable Solutions.			
Planet	People	Sustainable Solutions	
15% Reduction in CO2e per tonne of product delivered (2018-2020)	100% Employee Training Completion Rate	£174,919 Saved by Contract since 2018	Carbon Footprint
11.1% Reduction in CO2e per tonne of product delivered (2018-2020)	21.67% Improvement in Employee Wellbeing Score (2018-2020)	1000+ Employees trained on sustainability through our Wellness Toolkit	Product Award
14.4% Reduction in CO2e per tonne of product delivered (2018-2020)		Our products are designed to be sustainable and reduce the carbon footprint of our customers	Carbon Offset
verizon connect	SCHOL		innocent



# // Sustainability at a Glance

## Planet

20%

more carbon efficient across  
Scopes 1 & 2 since 2019

100%

of electricity from  
**renewable** sources

13%

reduction in **energy**  
**consumption** since 2019

33%

of company cars are  
**hybrid or full-electric**

14%

reduction in **fuel**  
**consumption** since 2019



## Our Vision

To drive radical industry  
change through the  
innovation of sustainable  
products and solutions that  
don't cost the Earth.



Committed to Net Zero  
by 2050, at the latest.

## People

£196,995

of funds and gifts in kind raised for  
Emmaus since **2019**

## Wellness Toolkit

Our employees have access to several resources to  
support **mental, physical and financial** wellbeing

1,000+

online courses available to BCHS employees  
through our training platform



Our Inspiring Women In Bunzl & Inspiring  
Ethnicity in Bunzl groups provide a platform  
for **race and gender issues**

## Sustainable Solutions



Product  
**Award**™

A visual indicator of a product's  
**sustainability** to support decision-making  
by using an objective set of **key**  
**sustainable attributes**



Carbon  
**Offset**™

This programme encourages changing  
behaviours and can offset delivery  
emissions to support our customers  
**sustainability strategies**



Carbon  
**Forecast**™

We show how small changes to our  
customers' delivery and ordering profiles  
could **reduce carbon emissions** and  
**environmental impact**



A programme to search for and  
introduce the most **innovative,**  
**sustainable solutions** to the industry





# //Planet



# //Our Net Zero Commitment

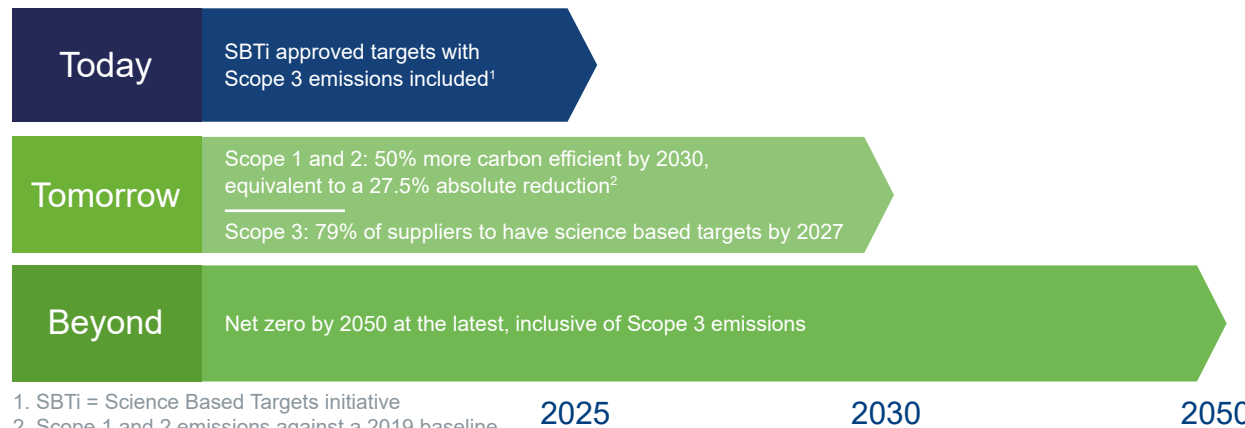
The impacts of climate change are already with us, as extreme weather and biodiversity loss affects the communities least able to withstand it. Without concerted and ambitious action from companies and governments, climate change will have a significant effect on our businesses and our daily lives.

In 2022, Bunzl reached a key milestone in our commitment to taking action on climate change. Our emissions reduction targets were approved by the Science Based Targets initiative (SBTi) as being consistent with the levels required to meet the Paris Agreement.



SCIENCE  
BASED  
TARGETS

## New long-term targets and net zero ambition



As we head towards 2030, we will be:



Transitioning applicable fleet to low and zero carbon solutions



Trialling alternative fuels in our larger vehicles



Taking energy efficiency measures in warehouses



Procuring and generating renewable energy

2022 was the fifth warmest year on record, joining last eight consecutive years the warmest nine since records began. The impacts of climate change are already with us, as extreme weather and biodiversity loss affects the communities least able to withstand it. Without concerted and ambitious action from companies and governments, climate change will have a significant effect on our businesses and our daily lives.

Having committed to Net Zero by 2050 at the latest, we are also proud signatories of the Business Ambition for 1.5°C and continue to be members of Race to Zero.

**BUSINESS AMBITION FOR 1.5°C**

**RACE TO ZERO**



**27%**

Reduce scope 1 and 2 greenhouse gas emissions by 50% per million GBP revenue, equivalent to a 27.5% absolute reduction by 2030 from a 2019 base year



**79%**

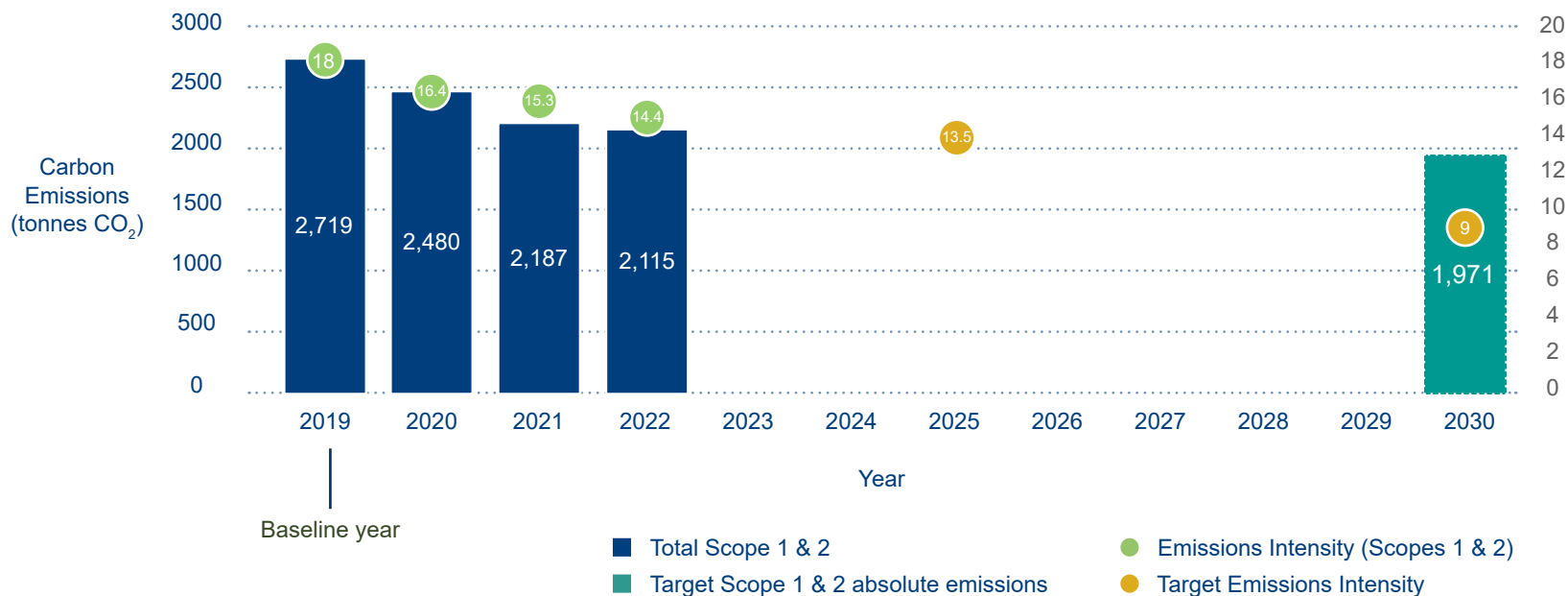
Targeting 79% of suppliers by emissions covering purchased goods and services to have science-based targets by 2027



# // Carbon Footprint

Our solutions significantly reduce road miles and minimise both our carbon footprint and our customers' by consolidating multiple items into single mixed-pallet deliveries. We're also playing our part by cutting emissions across our own business – because it's critical that we support the global efforts to limit warming.

At BCHS, we have become 20% more carbon efficient since 2019, owing to improvements in our fleet and warehouse energy efficiency and the adoption of online meeting technology. Our actual Scope 1 and 2 emissions have fallen by 22% since 2019, with a 3.3% fall from 2021-2022.



Carbon Emissions  
Intensity  
(tonnes CO<sub>2</sub>/£m revenue)

## 2030 Target

Reduce scope 1 and 2 greenhouse gas emissions by 50% per million GBP revenue, equivalent to a 27.5% absolute reduction by 2030 from a 2019 base year.

# // Carbon Footprint

Our actual Scope 1 and 2 emissions have fallen by **22%** since 2019 and **3.3%** since 2021.

	2020	2021	2022
<b>Scope 1</b> (tCO <sub>2</sub> )	2,120	1,902	1,850
Annual Change	-10.4%	-10.3%	-2.7%
<b>Scope 2</b> (location-based) (tCO <sub>2</sub> )	360	285	265
Annual Change	2.0%	-20.8%	-7.0%
<b>Total Scope 1 &amp; 2</b> (location-based) (tCO <sub>2</sub> )	2,480	2,187	2,115
Annual change	-8.8%	-11.8%	-3.3%
<b>Emissions Intensity Scopes 1 &amp; 2</b> (tonnes CO <sub>2</sub> e/£m revenue)	<b>16.4</b>	<b>15.3</b>	<b>14.4</b>
<b>Scope 2</b> (market-based) (tCO <sub>2</sub> )	0	0	0
<b>Total Scope 1 &amp; 2</b> (market-based) (tCO <sub>2</sub> )	<b>2,120</b>	<b>1,902</b>	<b>1,850</b>

We opt to follow best practice guidance as set out in the UK Government 2019 Environmental Reporting Guidelines. This means that we dual report on our Scope 2 emissions, showing both location-based emissions as a result of the grid-average energy mix and market-based emissions from our REGO-backed purchased renewable electricity.

## What are the Scopes?

**Scope 1** – All direct emissions from the activities of an organisation or under their control, including fuel combustion on-site such as gas boilers and fleet vehicles.

**Scope 2** – Indirect emissions from electricity purchased and used by an organisation. Emissions are created during the production of energy eventually used by the organisation.





# //Fuel Consumption

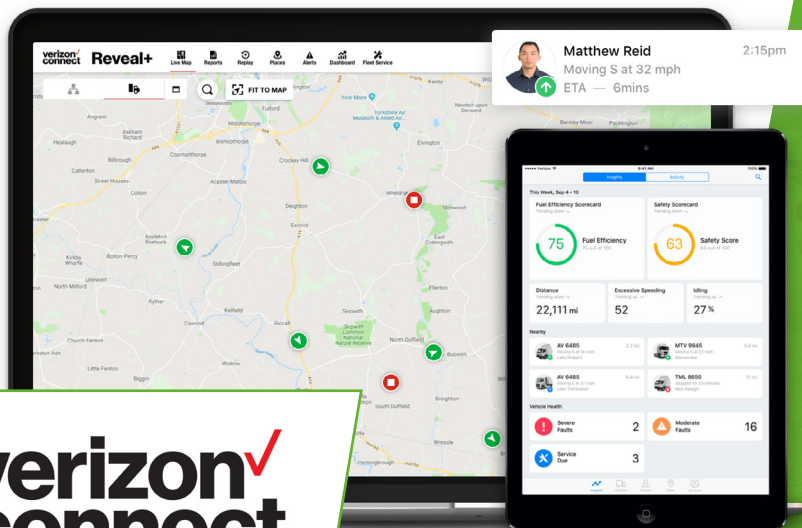
We have reduced our fuel consumption by 14% since 2019. This has been led primarily by the continued use of technology to conduct meetings, however a return to more face-to-face meetings saw a 15% increase in diesel consumption from 2021 to 2022.

Compared to 2019, we have used 39% less diesel in company cars, which can be attributed in part to more employees opting for hybrid or electric cars, now representing 33% of all company cars with more to come.

Carbon efficiency is inherent in our business model, consolidating products into one drop is significantly more efficient than other delivery models. At BCHS, we work with our customers to create smarter ordering profiles, minimising the number of small orders placed to further improve the carbon efficiency of our deliveries.

The diesel used in our commercial vehicles has fallen year-on-year with a 10% overall reduction since 2019, largely due to the continued use of vehicle telematics and our route optimisation system, Verizon Connect. In addition to this, we welcomed our first four fully electric delivery vehicles into the fleet during 2022, which have been used to identify opportunities for further electrification of our fleet.

Meanwhile, we continue to benefit from the retrofit of solar film matting onto our fleet. Now on board 5 vehicles in BCHS, this technology charges an auxiliary battery that powers the lights, heating, radio and, most importantly, the tail lift. This reduces demand on the engine, saving up to 700L of fuel and 1800kg CO<sub>2</sub> per vehicle annually. We have aim to have this technology on board at least 21 vehicles by the end of 2023, enabling us to make the most of more efficient engines in conjunction with this fuel-saving technology.



**verizon**  
**connect**

STAT ZONE

14%

decrease in fuel  
consumption since 2019

DID YOU KNOW?

In 2022, we introduced **four fully electric delivery vehicles** into our fleet, which are currently in use at our branches in **Dagenham, Birmingham and Langley**.

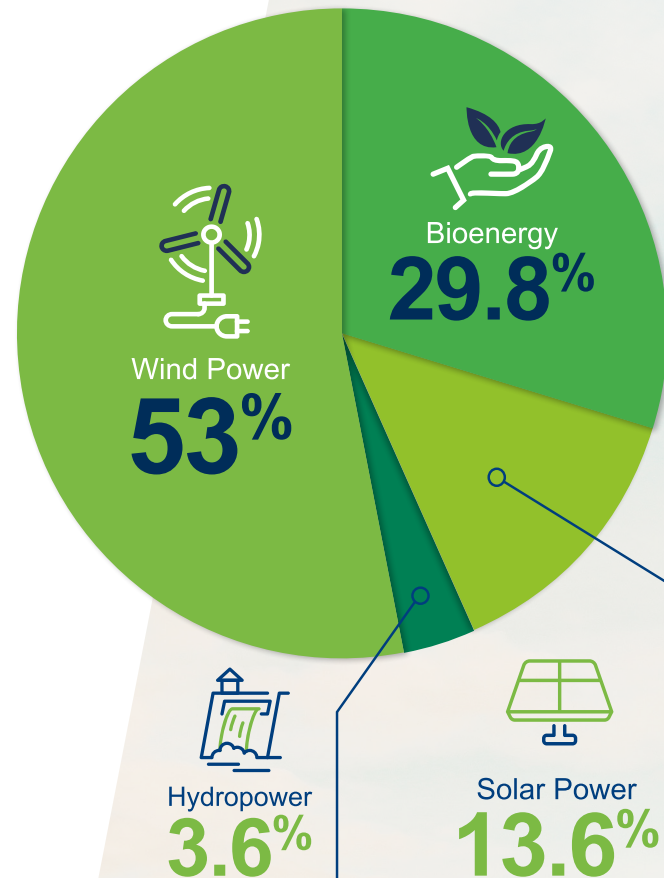


# //Energy Consumption

Our energy consumption has fallen by 13% since 2019 and 2% since 2021. This year, we have seen a return to office-working among our staff and therefore higher energy use that reduces the overall impact of LED installations.

However, we continue to raise awareness of energy-saving measures employees can make and look forward to continuing our warehouse energy efficiency improvements in 2023.

	2020	2021	2022
Energy Consumption (kWh/1000)	1,529	1,513	1,484



**Our business is supplied with 100% renewable electricity from REGO-backed sources.**

In 2022, over half of the electricity supplied was generated using wind power, with the rest coming from bioenergy, solar and hydropower.



**BCHS**  
Cleaning & Hygiene Systems

### Case Study: Langley's LED Light Success

The Langley branch required a more cost-efficient and sustainable lighting solution for the warehouse. By installing the Pegasus lighting system, the branch was able to significantly reduce electricity usage and provide a safer environment for its staff.

**Introduction**  
The Langley branch required for a more cost-efficient and sustainable lighting solution for the warehouse. The warehouse's existing lighting system (old high bay lights) had been inefficiently producing the light. The lights were regularly being replaced and were not sustainable as other lights. Additionally, there was a risk that some of the old lights could be damaged and could be replaced. The lights were replaced with the Pegasus lighting system.

**About the Pegasus High Powered LED lighting system**  
Pegasus High Powered LED is a versatile low energy lighting system, ideal for high bay low bay and warehouse environments.

**The key features of the lighting system include:**

- Up to 100,000 hours of life (vs. 10,000 hours for standard LED lights)
- High, very stable performance and a 50,000-hour lifespan
- No flicker and no humming noise
- A unique thermal management design for effective heat dissipation, ensuring the lifespan of the light source and power supply
- Low frequency and energy saving
- No radiation or heat emissions
- No flicker and humming noise from a solid aluminum body
- Produce energy savings with programmable integrated daylight harvesting sensors
- LED light sensors light the area when needed and adjust according to the daylight in the warehouse
- The ability to set the lights on a timer whereby they switch off automatically if no activity is detected from the area

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





# //Waste Reduction

In 2021, we began our journey towards removing single-use plastics from our operations by 2023 and in 2022 we successfully adopted paper tape across our branch network, significantly reducing non-recyclable waste from our packaging operations. To achieve our 2023 aim, we have been challenging the way we secure goods to pallets, looking for alternatives to plastic pallet wrap.

During 2022, we set up trials for pallet wrap alternatives that included reusable pallet nets, reusable pallet straps and paper strapping. Safe and secure delivery is our number one priority, ensuring our delivery drivers are kept safe and our customers' goods are secure, which is why we have found that we will need a range of solutions in place of pallet wrap. In cases where no alternative is available, we have swapped our 100% virgin pallet wrap to a wrap with at least 30% recycled content. Partnered with an automatic wrapping machine, trials have seen an overall reduction in plastic consumption of 1020kg a year at one branch alone. As we head into 2023, we will work to embed new operational practices across our branch network that use the preferred alternatives.

**Trials show that we typically need only one roll of gummed water tape for every 25 rolls of plastic parcel tape.**



Reusable Netting



Card Banding Trial Method



Reusable Banding



Reusable Pallet Box





# //Waste Reduction

The CleanWorks ProEco Compostable Cloth is produced with 100% natural fibres from PEFC (Program for the Endorsement of Forest Certification) certified sources. It is approved for food contact and biodegradable and compostable under DIN EN 13432:2000-12.

Due to the plant-based material used and the application of biodegradable and compostable biopolymer packaging, each pack of 50 cloths prevents 250 grams of plastic from entering the supply chain. This totals 280kg per pallet, which is about as heavy as a pig!

## Compostable cloth product life cycle:



## CleanWorks®

A compostable and biodegradable cloth made from plant-based materials, ensuring compliance whilst having minimal impact on the planet



## Key features and benefits





# //People



# //Our Company Values

At Bunzl Cleaning & Hygiene Supplies, our core values underpin the way our people work together.

## Collaborative



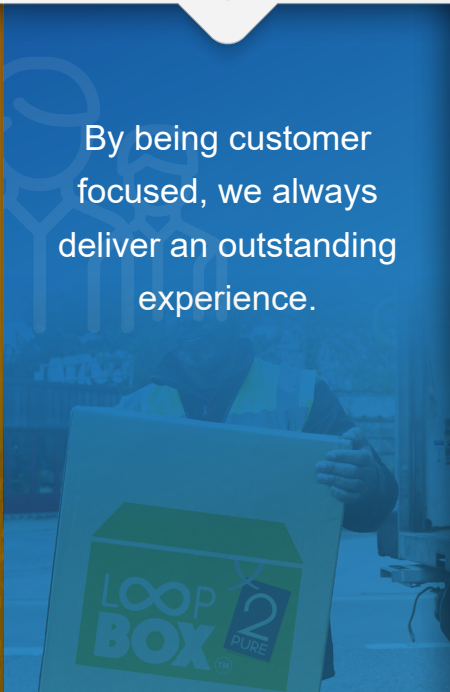
As collaborators, we work together, succeed together and celebrate together.



## Customer Focused



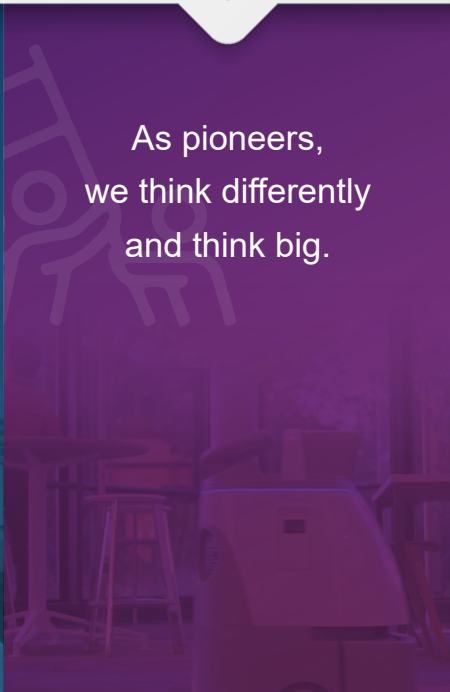
By being customer focused, we always deliver an outstanding experience.



## Pioneering



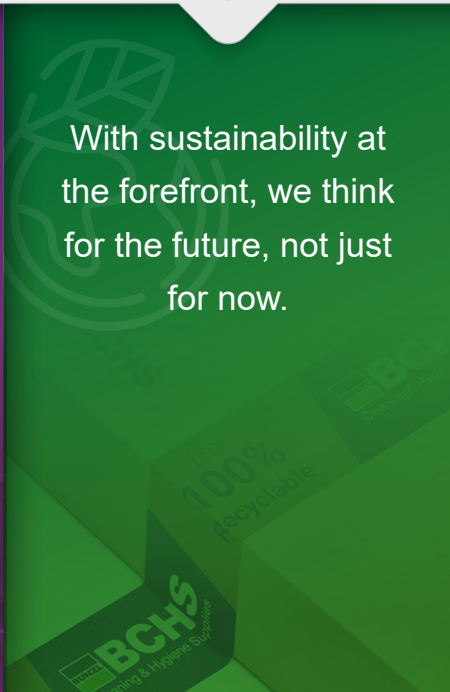
As pioneers, we think differently and think big.



## Sustainable



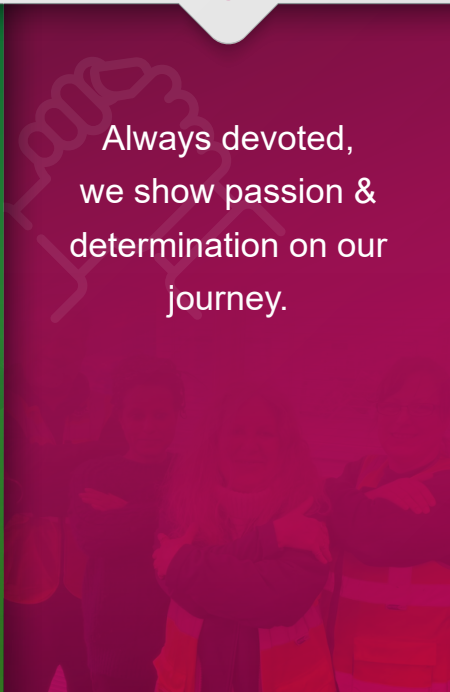
With sustainability at the forefront, we think for the future, not just for now.



## Devoted



Always devoted, we show passion & determination on our journey.





# //Charity Partnership

We are proud to have worked with Emmaus UK for a fourth year to continue to support their work to end homelessness.

In 2018, Bunzl Cleaning & Hygiene Supplies partnered with homelessness charity Emmaus UK. Since then, we have raised £91,000 for the charity and donated essential products to help keep their communities safe throughout the Coronavirus pandemic. Including generous support from our suppliers, the total value of the partnership comes to over £195,000.

The funds we raise go directly to Emmaus' Companion Room Expansion Fund, ensuring Emmaus can support as many people as possible to find a way out of homelessness. Their model of a home for as long as it is needed, meaningful work in a social enterprise, and tailored support within a community setting" has helped thousands of companions rebuild their lives for over 30 years in the UK.

Our donations have supported the launch of six new companion rooms, three at Emmaus Norfolk and Waveney and three at Emmaus Suffolk, and the development of a new community; Emmaus Bradford will provide a home to 26 companions.

Our Charity partner



The value of our partnership with Emmaus UK, including donations and in-kind contributions, comes to

**£196,995**



# //Charity Partnership

This year, guidelines were relaxed, and communities reopened their doors to visitors. We encouraged our teams to use their employee volunteering days to support Emmaus, totalling 352 hours of staff time.

Our employees have helped communities in various ways, including seed collecting with Emmaus Cornwall, sorting donations with Emmaus Norfolk and Waveney, upcycling donated furniture items at Emmaus Bolton, and redecorating rooms at Emmaus Hertfordshire.

Our Warrington branch collected donations for Emmaus Salford's social supermarket to help support over 200 people struggling financially in the wider community. The time spent with Emmaus communities is a valuable opportunity for our teams to learn about the vital work Emmaus does at a local level and meet the people BCHS is helping through our ongoing partnership alongside supporting the continued improvement of their facilities.



emmaus

In 2022, we spent  
**352 hours**  
helping Emmaus UK  
communities





# //Community

At BCHS, we want to be a part of the communities we work with. In addition to Emmaus, BCHS commit to raising funds and helping charities, businesses, and councils within our local branch areas.

In 2022, our branches supported Place2Place, Macmillan Cancer Support, The Hygiene Bank, and Cancer Research with fundraising activities and product donations.

Every employee has one day's paid volunteering leave to support a cause of their choice; this could be spending a day with Emmaus, conservation work or helping their local school. Through our employees, we can give back over 3900 hours of volunteering every year. We supported various causes this year, including Ukraine relief efforts, Dartford Heath, St Benedict's School, Butterwick Hospice, and a charity football match.

**3,900**

hours of volunteering potential every year



## Butterwick Hospice

In July, the BCHS Tyne & Wear branch volunteered at Butterwick Hospice with support from suppliers, including Essity, 2Pure, and Kimberley-Clark.

The branch utilised their volunteering days collectively, committing a week of their time to transform the outdoor areas used by inpatients at Butterwick Hospice. There were five gardens and a courtyard that needed some TLC following COVID-19. Along with the suppliers, Tyne & Wear branch bought and donated plants, decorative features, lighting, tools, and a lawnmower to the hospice for future use.

### Will Clark said:

"With COVID and everything that's gone on in the last few years, a lot of places like Butterwick have struggled. Our businesses all have links to the hospice, and so we just wanted to give a bit back. We get days off to use for volunteering, and we knew the gardens could use a bit of tidy-up, so we decided to make this our project, and work with the Butterwick team to make a small difference. Seeing the hospice's work – especially the support offered to children – was really quite hard-hitting for a lot of us, so choosing to support Butterwick was just a no-brainer. It's a really fantastic place."





# //Employee Wellbeing

The BCHS Culture Club initiative promotes our core values across the company, with ambassadors representing every branch and department.

Focusing on employee well-being, the Culture Club allows people to participate in different activities each month, either within their branch or in partnership with local organisations and communities.

Through Culture Club we have participated in:

- Branch BBQ's
- Fundraising Lunches
- Department Volunteering Days
- Company Competitions
- Monthly Team calls
- National Awareness Days

In 2022, we marked two significant moments in our country's history through Culture Club activities. In June, we promoted our Devoted value by celebrating the Queen's Platinum Jubilee and planting two trees at every branch. Then in September, we focused on our Collaborative value, celebrating the Queen's life and the ascension of King Charles III.

**BUNZL BCHS**  
Cleaning & Hygiene Supplies

**Culture Club**

**Our Values & Wellbeing**



Collaborative



Pioneering



BUNZL

Devoted





# //Personal Support

Our employees have access to several benefits to support mental, physical and financial wellbeing.

Our employees have access to several benefits to support mental, physical, and financial well-being.

Our Mental Health First Aid course is an in-depth program providing the tools our employees need to look after their own mental well-being, raise awareness, challenge the stigma, and give them the confidence to support their colleagues.



The Employee Assistance Programme ensures our employees always have support available for their mental health and well-being, whether personal, work, relationship or family matters, daily living, or life events.



Neyber is a free financial education and support service. Employees can access affordable loans that can be repaid straight from their salary for better economic well-being.



All employees have access to Hapi Benefits, which gives them discounts for hundreds of retailers, tracking the savings made.

## Richard Payne said:

"The Mental Health First Aid Training course gave me not only a recognised certificate from but has enabled me to support employees with their mental health issues in the workplace as an HR Manager. The topics covered gave me an insight into some of the more common mental health conditions and the skills to be able to signpost individuals along the appropriate pathways. The course was a great blend of the theory and the practical."



## Employee Benefits

We offer a range of enhanced benefits to our employees including:

- Increased Maternity/ Paternity
- Extra holiday purchase scheme
- Regular staff surveys and localised forums
- Childcare vouchers/ tax-free childcare
- One day's annual leave to volunteer
- Cycle to work scheme
- Personal Pension Plan
- Flexible working
- Discounted share scheme

# // Professional Development

As well as access to the latest sustainability news, as members of the Supply Chain Sustainability School we can utilise a wealth of online training resources.

In 2015 Bunzl Cleaning & Hygiene Supplies became a member of the Supply Chain Sustainability School. We have now proudly attained Gold member status. Joining the school has enabled us to access resources and create Learning Pathways for our teams to support our customers with greater knowledge and understanding.

The digital library contains thousands of courses with key topics including, Energy & Carbon, Air Quality, Fairness, Inclusion & Respect, Social Value, and Waste & Resource Efficiency.

With sustainability as our driving force, we actively learn from the school's resources to ensure the actions we take reflect our devotion to the environment.



## MyLearning

In 2022, we launched our new online employee learning platform, MyLearning.

My Learning takes a blended approach to developing skills and building new ones, using webinars, videos, quizzes, and much more. Activities are broken down into bitesize chunks, allowing employees to develop skills at a pace that fits in with their working day.

My Learning takes a blended approach to developing your skills and building new ones using:



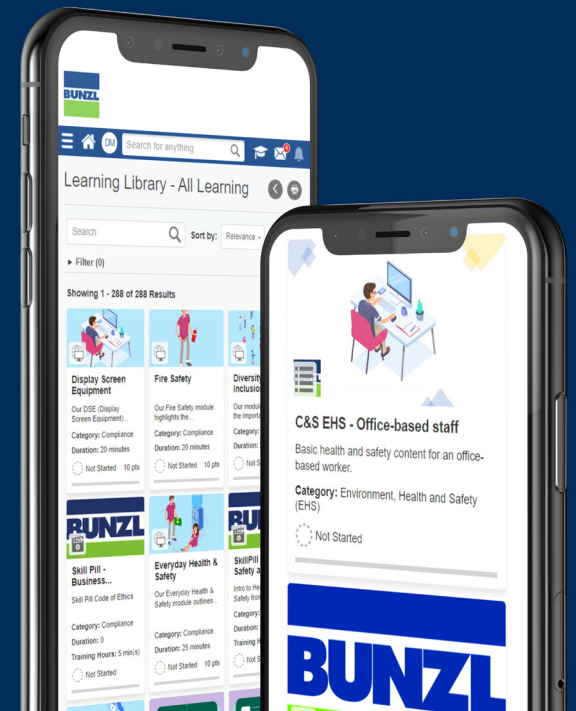
Webinars



Videos



Quizzes





# // Professional Development

## Continuous Improvement Training Programme



We are committed to offering learning and development opportunities to everyone at all levels of the organisation. Our Continuous Improvement Training Programme allows employees to access numerous online and in-person courses covering topics such as people management, mental health awareness and diversity & inclusion. Line managers and their team members can then identify suitable opportunities for the professional development of their teams to continue to nurture talent within the business.



## High Potential Programme

This course supports our employees in becoming successful future managers, teaching them all the necessary skills through workshops with existing managers from within the business.

The High Potential Programme allows employees to have a real hands-on approach that will benefit them in their future roles and positively influence the success of their managerial style.

### Courses Included:

- People Management
- Foundation, Intermediate & Advanced Management
- Situational Leadership
- Mental Health
- Diversity & Inclusion



#### Sophie Ward said:

"The HPP course is a great opportunity for people to develop further within the business. I have only been on the course a short time and already I have gained new skills. It has helped me understand on a deeper level what it takes to become a great Manager. I look forward to continuing this course and gaining more confidence along the way."



#### Norman Hayes said:

"I have been put forward and selected to attend the Bunzl HPP scheme, this has given me an insight into how other parts of the business all pull together and allow Bunzl to work. This will also put me in good standing to progress my career within Bunzl as it has allowed me and encouraged me to think outside of my current role and pushed me to think of the bigger picture."

# // Diversity & Inclusion

‘At Bunzl, we believe that through diversity, we build strength.’

## Inspiring Women in Bunzl

At Bunzl UK and Ireland, our Inspiring Women network aims to be the catalyst for Bunzl to create a supportive and empowering culture for women to achieve their goals. The initiative seeks to identify high-potential female employees and support their development into senior leadership positions, fostering an inclusive and diverse management team.

2022 saw an extension of the Inspiring Women In Bunzl initiative. We saw regional networks expand further into our local operating companies due to rapid membership growth. Members are present within our senior leadership teams and at board meetings across Bunzl UK and Ireland, driving outstanding educational and awareness initiatives, including Unconscious Bias and Imposter Syndrome.

STAT ZONE

# 28%

Women hold 28% of leadership roles across Bunzl UK and Ireland



Debbie Gaskell said:

“It has been really exciting to see how IWIB has evolved and to be part of that process. I am so proud to work for a company that recognises the real benefits of diversity and inclusion across all areas of a business and is fully supportive of bringing about change.”



# // Diversity & Inclusion

## Inspiring Ethnicity in Bunzl

Bunzl UK and Ireland launched the Inspiring Ethnicity in Bunzl initiative in November 2020, reiterating that racism, prejudice, and discrimination cannot be tolerated.

In the last year, we have gathered baseline ethnicity data and delivered multiple “safe space” sessions with management teams across Bunzl UK and Ireland. These sessions have promoted intense learning around diversity and inclusion and allowed our senior management teams to develop a deeper understanding of the topic.

The initiative has developed resources to highlight key cultural events throughout the year. Posters have been created and displayed around the business, and insight documents have been created for management teams. This has helped people recognise special celebrations like Diwali, Yom Kippur, Eid, and events like Black History Month. During National Inclusion Week, our Culture Club ran a campaign to encourage colleagues to learn more about each other and celebrate our diversity.



# //Sustainable Solutions







Driving radical industry change through  
**innovation** and **sustainable** products and  
solutions that **don't cost the earth.**

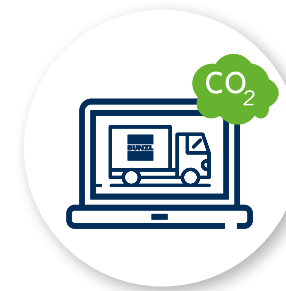
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At BCHS, we devote time to every customer to understand their sustainability goals and priorities in order to tailor the products and expertise offered.

Using our Carbon Forecast tool, we supply our customers with an increasingly clear picture of their Scope 3 carbon emissions with us. We then support them with a route map to reduce their emissions and conduct regular reviews to reflect a joint effort towards emissions reduction.

At BCHS, we aim to enable every customer to make informed choices on the products they buy through the Product Award. Acting as a thorough, reliable and visual indicator of a product's sustainability, Product Award criteria will grow and change as the industry moves forward.

We believe the BHCS Sustainable Solutions are the key to unlocking industry-wide change, making sustainable cleaning the easy choice.



Carbon  
*Forecast*

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Product  
*Award*

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Carbon  
*Offset*

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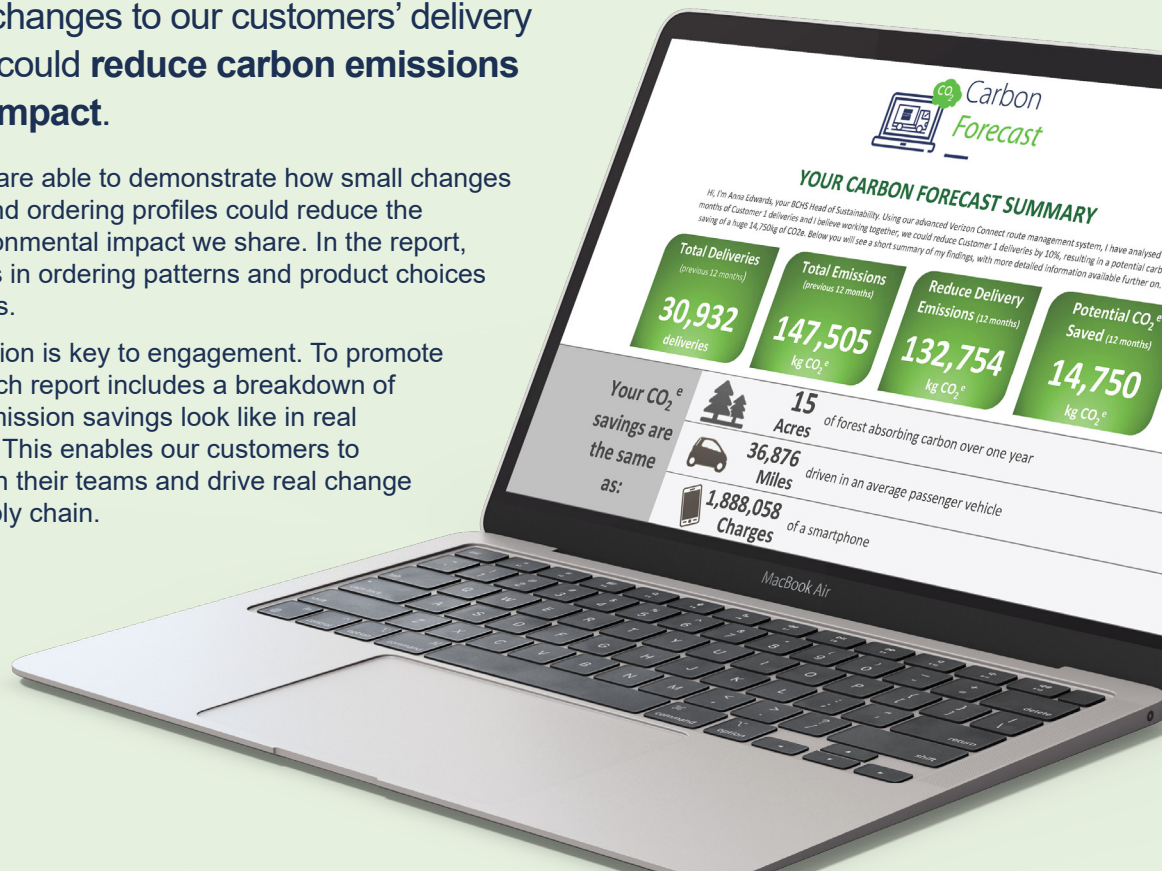


# Carbon *Forecast*

We show how small changes to our customers' delivery and ordering profiles could **reduce carbon emissions** and **environmental impact**.

Using Carbon Forecast, we are able to demonstrate how small changes to our customers' delivery and ordering profiles could reduce the carbon emissions and environmental impact we share. In the report, we show how small changes in ordering patterns and product choices can impact carbon emissions.

We believe that communication is key to engagement. To promote effective communication, each report includes a breakdown of what the potential carbon emission savings look like in real terms, such as miles driven. This enables our customers to communicate the impact with their teams and drive real change in their businesses and supply chain.



## CASE STUDY

### Driving change with Carbon Forecast

In 2021, we used our Carbon Forecast tool to help a large FM provider identify opportunities to reduce the carbon intensity of their consumables procurement contract. The customer has c.5,900 sites across the UK and, before implementing our recommendations, received c.38,000 deliveries a year, with 30% of orders below £75.

We agreed with the customer to implement a new minimum order value of £75, which achieved a 7% reduction in total deliveries and a total reduction in small orders below £75. Over the subsequent 12-month period, the contract's carbon intensity (kg CO<sub>2</sub>e per £1000 of spend) was reduced by 44%. In addition, we have committed to offset the remaining 185.5 tonnes of CO<sub>2</sub>e through certified programmes.





# Carbon Offset

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This programme encourages changing behaviours and can offset delivery emissions to support our customers' **sustainability strategies**.

Whilst we do not see carbon offsetting as the solution to achieving net zero, we think it is important to account for the carbon emissions we can't yet remove. Our customers are invited to participate in Carbon Offset to offset the emissions associated with their deliveries through Verified Carbon Standard schemes. This programme encourages changing behaviours and helps support our customers' sustainability strategies.

The offsets we support operate as a Tree Buddying scheme, meaning that UK tree planting projects are paired with Verified Carbon Standard (VCS) approved carbon credits to guarantee the carbon offsetting. Tree planting provides robust offsetting, increased biodiversity, and community benefits.

Projects supported by the Tree Buddying scheme are updated regularly and vary from wind power projects in India to reducing deforestation in Brazil, Cambodia, and Indonesia.

UK tree planting schemes, buddied with these global offsetting projects operate across all 12 regions of the UK and Ireland and pledge trees to schools and biodiversity sites where children can plant native broad-leaf trees and learn about sustainability. Sites that have benefitted from these trees are plotted on a map, which is [visible here](#).





# Product Award

Built with our customers in mind, Product Award offers a visual indicator of a product's sustainability to support decision-making by using an objective set of key **sustainable attributes**.



## PRODUCER

Focuses on manufacturer wellbeing, charitable and environmental



## PRODUCTION

Accounts for manufacturing and sourcing of the products



## PACKAGING

Considers materials used to package the products and how they may be disposed of



## PRODUCT

Assesses the chemicals and materials used within the products

An assessment of our customers' contracts quickly shows them the sustainability performance of the products they choose against the selected criteria and helps to align alternatives with their priorities, whether it's about plastics, non-toxic chemicals or recyclability. The Product Award enables customers to make informed decisions on the products they buy, improves access to sustainable choices and drives positive change through our supply chain.

## CASE STUDY

# Reducing plastic waste with Product Award

Using the Product Award, we helped an expert facilities management customer, Churchill Group, make an informed decision on improving the sustainability of their contracted cleaning chemicals in line with their single-use plastics reduction target. We supported Churchill Group to trial and embed PVA Hygiene's range of specific cleaning powders in water-soluble sachets, packaged in recyclable cardboard boxes. When added to the required volume of water in a reusable trigger spray bottle, they create a ready-to-use cleaning solution.

As the sachets are dry, compact, and light, they reduce storage space, transportation costs, and the carbon emissions associated with delivering cleaning supplies. As a result, Churchill Group prevented 73 metric tonnes of plastic from entering the waste stream from September 2021.



## PRODUCTS

●	Total Scored	83%
●	Not Scored	17%
<b>AWARDED</b>		
●	Gold	12%
●	Silver	47%
●	Bronze	22%
●	No Award	1%





# //Responsible Sourcing

At BCHS, we constantly drive towards a more sustainable way of doing business by working closely with our supply chain partners to implement sound business practices. In doing this, we aim to purchase socially, ethically, and responsibly while minimising our environmental impact.

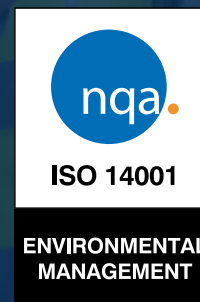
This approach enables us to review all product manufacturing and packaging aspects to reduce our products' environmental impacts and deliver sustainable solutions to our customers.

We expect our suppliers to meet or exceed local legislative requirements and applicable international requirements for workers' welfare and conditions of employment, such as those set out by the International Labour Organisation and the Ethical Trading Initiative. We aim to ensure that our suppliers apply these standards.

To monitor this, we carry out regular audits on our suppliers with the support of our dedicated Quality Assurance team. The audits include checks on employees' terms and conditions of work, customer service capabilities, hygiene management systems, and their policies and practices on environmental issues. We also check our suppliers against our ISO 14001 standard to assess how they work to reduce the amount of non-recyclable material in their products and packaging.



## Sustainability Accreditations



# //Our Locations

## 1 BCBS Aberdeen

Souterhead Road  
Althens Industrial Estate, Aberdeen  
Aberdeenshire, AB12 3LF  
Tel: 01382 774211

## 2 BCBS Birmingham

Unit 33 Jarvis Way  
Gravelly Industrial Estate, Birmingham  
West Midlands, B24 8HZ  
Tel: 0121 327 4747

## 3 BCBS Bishops Stortford

Stansted Distribution Centre  
Unit 9/10 Start Hill, Great Hallingbury  
Bishops Stortford, CM22 7DG  
Tel: 01279 655544

## 4 BCBS Bristol

Unit 16 Avon Bridge Trading Estate  
Atlantic Road, Avonmouth,  
Bristol, BS11 9QD  
Tel: 01179 380344

## 5 BCBS Carlisle

Units 2C  
Port Road Industrial Estate  
Carlisle, Cumbria, CA2 7AF  
Tel: 01228 511232

## 6 BCBS Castleford

Unit 1  
Willowbridge Way  
Castleford, WF10 5N  
Tel: 01977 522690

## 7 BCBS Croydon

Unit 2 Pegasus Road  
Off Imperial Way, Purley  
Croydon, CR0 4RN  
Tel: 020 8667 0120

## 8 BCBS Edinburgh

Unit 4C, Seafeld Way  
Seafeld Industrial Estate  
Edinburgh, EH15 1T  
Tel: 0131 657 6890

## 9 BCBS Glasgow

Unit 1 Imperial Park  
West Avenue, Linwood  
Glasgow, PA1 2FB  
Tel: 0141 842 4310

## 10 BCBS Langley

Unit P, Heron Drive,  
Langley, Berkshire,  
SL3 8XP  
Tel: 01753 214086

## 11 BCBS London City

Unit 17, Thames Gateway  
Chequers Lane  
Dagenham, RM9 6FB  
Tel: 0208 984 0016

## 12 BCBS Norwich

Units 22 & 23  
White Lodge Trading Estate  
Hall Road, Norwich, NR4 6DG  
Tel: 01603 615560

## 13 BCBS Nottingham

Unit 4A Blenheim Park  
Blenheim Industrial Park  
Nottingham, NG6 8YP  
Tel: 0115 927 2778

## 14 BCBS Plymouth

Units 2 & 3  
Phoenix Business Park  
Estover, Plymouth, PL6 7PY  
Tel: 01752 736555

## 15 BCBS Ringwood

306-308 Old Barn Farm Road  
Woolsbridge Industrial Park  
Dorset, BH21 6SP  
Tel: 01202 825287

## 16 BCBS Tyne & Wear

Unit 5A, Follingsby Avenue  
Follingsby Park  
Gateshead, NE10 8YF  
Tel: 0191 419 6300

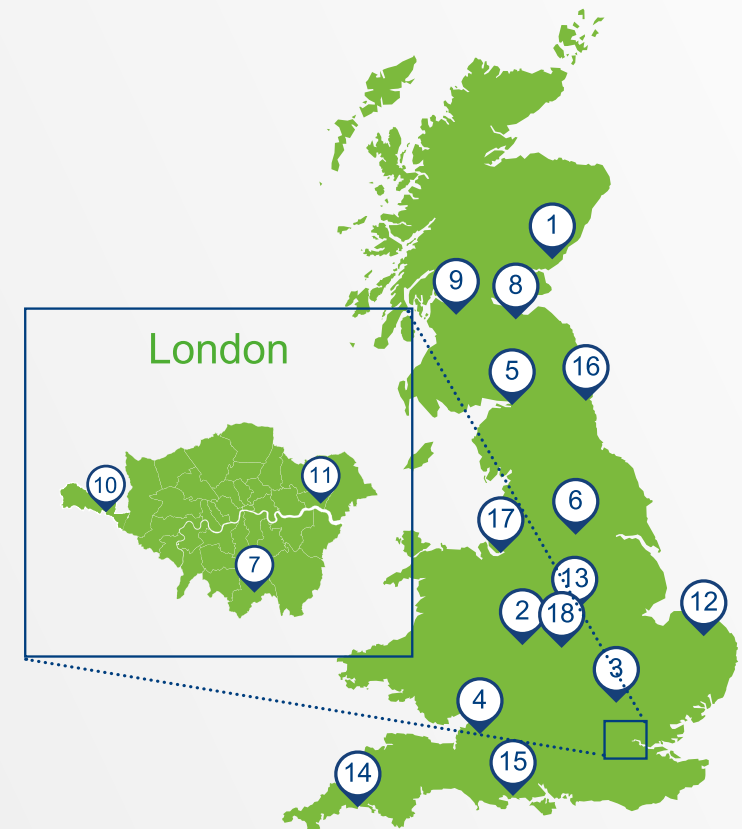
## 17 BCBS Warrington

6 Chesford Grange  
Woolston  
Warrington, WA1 4RQ  
Tel: 01925 672250

## 18 Bunzl Cleaning Machines

BCMS House, Unit 89/90  
Empire Industrial Park  
Aldridge, Walsall, WS9 8UY  
Tel: 01922 450670

Contact BCBS at one of our  
**18 regional branch locations**  
across the UK





# //Contact



You are invited to contact us with your enquiry or comments.

Please liaise with our Head of Sustainability, **Anna Edwards**.

## Email

[sustainability.csuk@bunzl.co.uk](mailto:sustainability.csuk@bunzl.co.uk)

To find out more about Sustainability at BCHS, visit our website by [clicking here](#)



## Email

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## Telephone

0121 326 8921

[www.bunzlchs.com](http://www.bunzlchs.com)

## Post

Bunzl Cleaning & Hygiene Supplies  
Unit P, Heron Drive, Langley,  
Berkshire, SL3 8XP

## Phone & Email Response Times

Monday to Friday, 9.00am - 5.00pm

