



# B CORP



The B Corporation movement is a global network of companies committed to business as a force for good in society. B Corp certification is the best framework we've found to make sure we are living up to our purpose to COOK for Good. Successfully recertifying last year was a huge achievement. We have to recertify every two years and the test is invariably made tougher each time. Having scraped across the line with a minimum 80 points in 2013, the fact we managed to achieve 83 points this time round was down to a huge effort from people across COOK. The areas in which we showed the biggest improvements were:

- Mapping our environmental impacts so we can better manage them
- Setting up a sustainability panel to make sure we're addressing the right problems and harnessing expertise across the business to find the best solutions
- Working more closely with suppliers, so that we're all doing the right things to communicate more and strengthen our relationship.
- Becoming a Living Wage Employer and Launching the Profit Share scheme
- Launching the Be Remarkable Programme to offer brilliant personal development training
- Using the Annual General Munching to talk more about what we're doing and involve our customers



When we first certified in 2013 there were only four other B Corps in the UK, so to stand on the stage to launch the movement in a packed London venue, alongside 61 other certified UK B Corps was a genuinely momentous day, showing just how far this community has come in a short space of time. We're hugely proud in having played a role in getting B Corp up-and-running in the UK. To now be part of a vibrant community of companies all committed to business as a force for good in society is inspiring and exciting in equal measure and we've already started working with some of our fellow UK B Corps. At the first official B Corp get together following the launch, James and Rosie shared some of what we've learned about building a vibrant company culture at COOK. James also presented our Selfie at the B Corp Champions Retreat in Portland, Oregon in October. We're hugely excited by the prospect of the first B Festival taking place in Pembrokeshire in September.

## IMPACT REPORT

Measuring our progress in reducing our negative impact on the environment and increasing our positive impact on our people and the communities where we operate

### B Impact Report Summary

	Company Score	Median Score*
Environment	13	7
Workers	27	18
Community	29	17
Governance	14	6
<b>Overall B Score</b>	<b>83</b>	<b>55</b>

80 out of 200 is eligible for certification  
 \*Of all businesses that have completed the B Impact Assessment



Cupcake celebrations at Logistics



# COMMUNITY

## —COOK— ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ COMMUNITY KITCHEN ★ ★ ★ ★ ★ ★ ★ ★ ★ ★



## Volunteering

355.5

Total Volunteer  
Hours Logged

Everyone can use five days a year to volunteer for a cause they care about.



80  
Events supported with  
Community Discount

In October we launched the COOK Community Kitchen across all our shops. It offers a 30% discount to any community group that's feeding 20 people or more at an event or fundraiser. From street parties to funk night fundraisers and lunches for the lonely, we've supported 80 events and helped feed more than 4,000 people in communities up and down the country.



↑ Rebecca from COOK West Wickham went to Africa to volunteer with Seeds 4 Tanzania

## One Feeds Two



236,405

School meals provided in Malawi through our partnership with One Feeds Two at Christmas.

## Caring Hands



22,000

Meals provided to people in need by Caring Hands in Rochester using surplus and leftover ingredients from the Sittingbourne Kitchen.

## Gift Vouchers

£14,470

Gift Vouchers donated to charitable causes

## Carrier Bags



£13,949.93

Money donated to FoodCycle since October from plastic bag charges, helping the national charity open six new projects to provide free meals to people in need.



Demelza House



Rowathon for Dandelion Time



Pretty Muddy



Islington Macmillan coffee morning



Race for life London shops

## Charity Events

We never cease to be amazed by the number of people who take the initiative and fundraise for good causes. Here are just a selection...



COOK Puddings fundraiser for Clic Sargent



COOK Tunbridge Wells supporting a cancer centre



# ENVIRONMENT

Figures for resources and waste are for the Sittingbourne Kitchen only. We're still working on capturing data for COOK Puddings.

## Resources

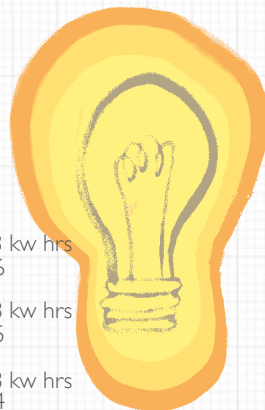
### Natural Gas (Kw hrs per portion)

- 0.22 kw hrs 15/16
- 0.24 kw hrs 14/15
- 0.28 kw hrs 13/14



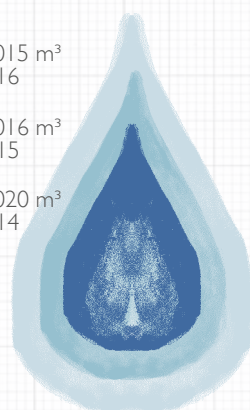
### Electricity (Kw hrs per portion)

- 0.163 kw hrs 15/16
- 0.178 kw hrs 14/15
- 0.198 kw hrs 13/14



### Water (cubic meters per portion)

- 0.0015 m³ 15/16
- 0.0016 m³ 14/15
- 0.0020 m³ 13/14



As the Sittingbourne Kitchen has become more efficient our use of energy and resources per portion of food made has kept on falling. Good news.

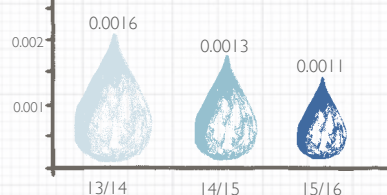
## Waste

### Cardboard Recycled

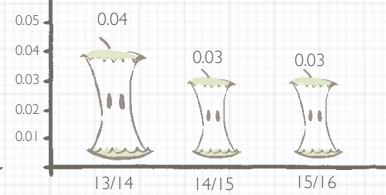
≥ 266 tonnes

This was down from 272 tonnes last year but for a good reason: we worked with some of our ingredient suppliers to deliver to us in re-useable plastic crates rather than cardboard boxes, cutting our use of cardboard by an estimated 10 tonnes.

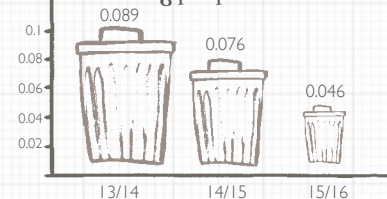
### Waste Water (cubic meters per portion)



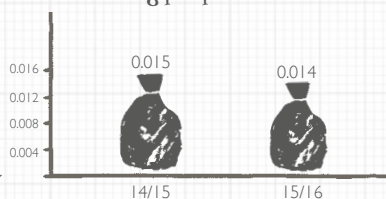
### Food Waste (kg per portion)



### Effluent Sludge (kg per portion)

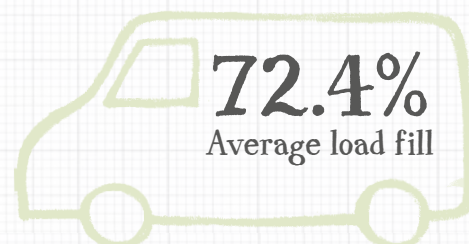


### Landfill (kg per portion)



## Transport

Although we've driven 36% more miles than last year, our diesel usage has only increased by 24% because we're using more efficient vehicles.



Slightly higher than last year – higher % means more efficient transport

140,350 litres of diesel used vs last year 113,125 (+24%)

501,443 miles driven vs last year 368,699 (+36%)

# PEOPLE

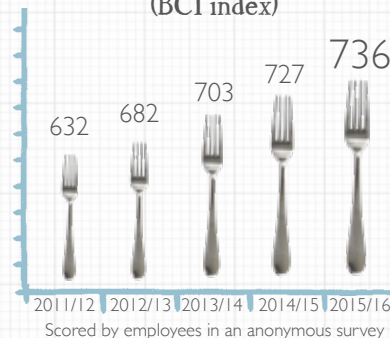
## Profit Share

≥ 5%

The first ever COOK profit share! In August we distributed 5% of profits made in the previous financial year to all members of staff who had been with us since the start of the same financial year.



### Best Companies Score (BCI index)



We also achieved 3 star accreditation as an outstanding employer

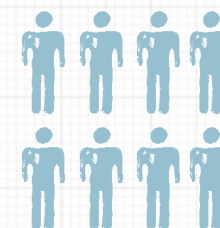
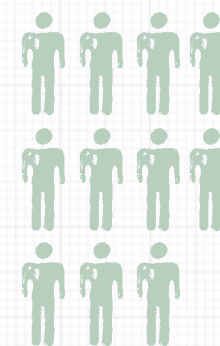
## Hardship Fund

£29,697 Amount lent

## Seeing Potential

In the second year of our scheme to provide jobs to people who need a second chance – such as ex-offenders – or who have been long-term unemployed, we added eight new full-time staff to the payroll taking the total number of jobs to 19.

### Jobs provided



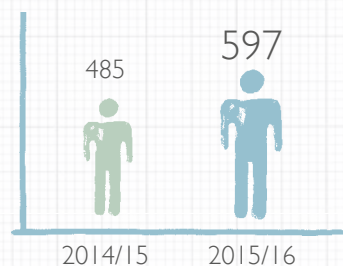
2014/15 2015/16

## Training

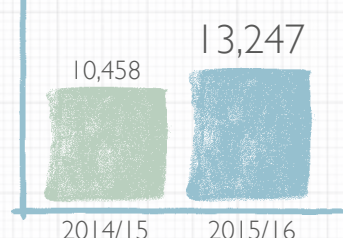
81%

Proportion of people who have had training

### Number of people who have received training



### Total number hours



≥ 31

People received one-to-one life coaching to help them realise personal dreams

## Hardship Fund

£29,697 Amount lent

≥ 31 People helped

We seek to help colleagues in dire straits through interest-free loans. The total amount is nearly double the £16.5k we loaned last year.



# PEOPLE

## Remarkable Teams



Shop of the Year  
⇒ Maidenhead ⇒



Franchise of the Year  
⇒ Taunton ⇒



Kitchen Team of the Year  
⇒ Logistics & Cold Store ⇒



Good Business Award  
⇒ Sealing, Packing & Labeling ⇒



Good Food Award  
⇒ Pastry ⇒



Good Relationships Award  
⇒ Mix & Weigh ⇒

## Promotions

Giving people opportunities to grow their careers and fulfil their potential

- 2014/15
- 2015/16

Number of Internal promotions



70



64

HQ

Congratulations to ...

- |                     |                 |
|---------------------|-----------------|
| Darryn Benford      | Shelley Drury   |
| Jake Clements       | Isabelle Flower |
| Caila Fritter       | Ashleigh Todman |
| Anthony Mayer       | Sophie Bowen    |
| Lauren Williams     | Matt Bourne     |
| Bethany Corbett     | Jadye Walker    |
| Jemima Ferguson     | Katie Boorman   |
| Alex Fletcher       | Leigh Shacklock |
| Kendall Wright      | Ben Walker      |
| Hannah Roberts      | Pedro Puentes   |
| Ovidijus Barkauskas | Hannah Stacey   |

## Company Events

It was a landmark year for events. From closing our shops for a day for our first retail Big Day Out, to shutting the Kitchen for two Operations away days and holding our first suppliers' conference, we got together as often as possible to celebrate, have fun and build relationships.

Ops Away Day



White Stuff Festival

Franchise Conference



Ridge Farm



Oxonhoath



Christmas Launch

Big Day Out



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Kitchen

- |                    |                   |                    |
|--------------------|-------------------|--------------------|
| Daniel Pavelin     | Jamies Dellar     | Joshua Wallace     |
| Miles Barrah-Lewis | Natasha Phillips  | Simon Moody        |
| Tye Palmer         | Jade Barnard      | Andrew Cox         |
| Wayne Fritter      | Alin Stelyak      | Ed Farren          |
| Almantas           | Alpana Thapa      | Jade Martin        |
| Navakauskas        | Cristian Rizea    | Marcin Adamski     |
| Wojcich Stepniak   | Stacey Rippingham | Agnieszka Sikorska |
| Patrycja Zamelska  | Janine Baker      |                    |

Retail

- |                   |                  |
|-------------------|------------------|
| Janet McWilliams  | Shams Jermain    |
| Caroline McCarthy | Pauline Wright   |
| Stephanie Kirtan  | Natalie Belcher  |
| Tamar Martin      | Nicky Bartlett   |
| Valarie Hamon     | Beverley Bailey  |
| Cassia Morrice    | Bahar Dopran     |
| Greg Kuczynski    | Benjamin Roberts |

- Tom Denny  
Kielly Daniels  
Gaynor Oakes  
Belinda Gottlieb  
James Simpson

Logistics

Stacey White