

Certified



Corporation



IMPACT REPORT

Hello,

Welcome to COOK's first impact report.

So what's an impact report and why have we done one?

Our impact report measures the progress we're making towards reducing our negative impact on the environment and increasing our positive impact on the people who work for COOK and the communities where we operate. It's therefore split into three parts: environment, community and people. A lot of the information in the impact report features elsewhere in the annual report. The impact report simply pulls it all together in one place.

What happens next?

We now have our first full-time Impact Manager, Charlotte. She'll be working hard with lots of other people in the business to make sure we improve in as many of the areas covered in this report as possible. Having a positive impact on society is a business-wide effort and a responsibility shared by all of us. This is our first go at an impact report. It's a great start. But we're aiming high, so next year we intend to make it much better.

How does this fit with our certification as a B Corporation?

We're part of the B Corporation movement because we believe that all businesses should measure what matters beyond profit, loss and other financial figures. Certifying as a B Corp requires us to complete the B Impact Assessment – a very thorough and detailed document – and score more than 80 points on their scale. We have to re-certify as a B Corp every two years, which for us is September 2015. This report captures some of the headlines in terms of our progress towards re-certifying as a B Corp. As you can see from our current score, the areas covered by the B Impact Assessment line up with our focus on environment, community and people. It gives us a great framework for measuring and improving the impact we want to have.

B Impact Report Summary

	Company Score	Median
Score+		
Governance	14	10
Workers	28	22
Community	18	32
Environment	20	9
Overall B Score	80	80

80 out of 200 is eligible for certification

*Of all businesses that have completed the

B Impact Assessment

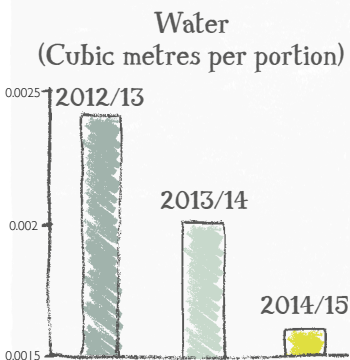
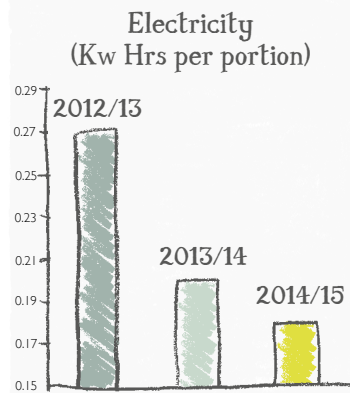
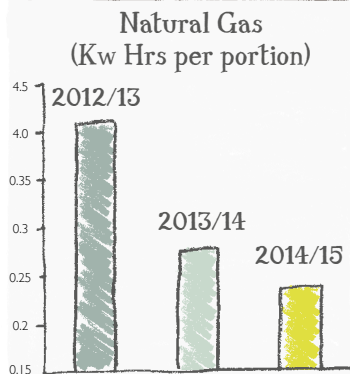
ENVIRONMENT

We're working hard to improve the data we capture so we can better measure our impact on the planet and figure out how to improve it. Figures for this year only will be a base from which to measure progress.

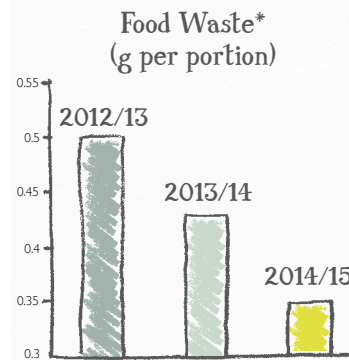
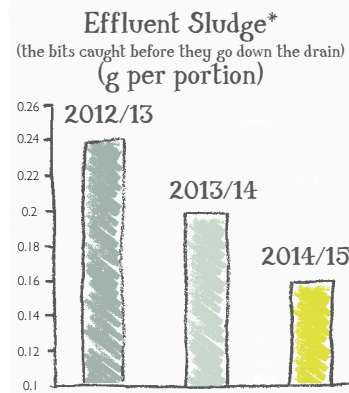
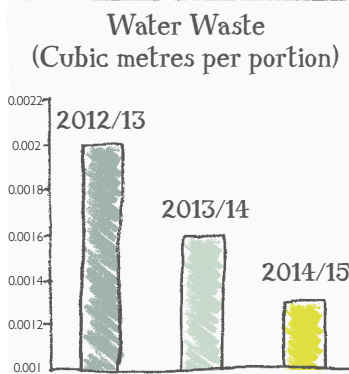
COOK Kitchen Sittingbourne

Our aim each year is to be using less resources and creating less waste per portion of food.

RESOURCES (per portion)



WASTE (per portion)



*sent to aerobic digestion

Cardboard Recycled



Our lorries bring back cardboard from shops to be baled and recycled.

Landfill

200 tonnes

This is a horrible number we're determined to improve. We're particularly focused on cutting our use of plastic bags, cups and spoons.

Transport



Diesel used
113,125
litres

Diesel used
(per portion)
0.74

Centilitres per portion
of food delivered on
COOK transport

Average load fill per delivery

72%

Higher % = more efficient transport

Other Initiatives

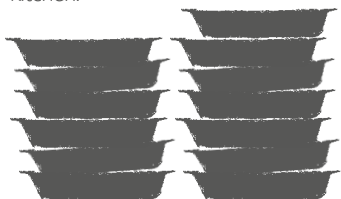
Our new COOK Puddings Kitchen in Somerset has been fitted with LED lights and sensors to reduce electricity consumption.



A voltage optimisation trial in 10 COOK stores aims to reduce the voltage supplied to electrical appliances to the optimal level to minimise energy consumed and reduce greenhouse gas emissions and electricity costs. Early results are encouraging.



A team from our first Operations Academy chose to work on a project to reduce water usage at the Sittingbourne kitchen. Thanks to their hard work, our Prep and Pot Wash Teams are using less water per portion and we're now keeping better tabs on water use across the kitchen.



We're working with our food tray supplier on a project to include black, CPET trays in general waste sorting so they can be recycled more effectively and hopefully turned straight back into CPET trays.

COMMUNITY

Our goal is to bring people closer together by sharing good food. The information below doesn't include all the local events we supported through shops.

COMMUNITY • KITCHEN •

23

Community groups given 30% off our food for an event as part of our Community Kitchen trial. The initiative is being rolled out across all shops this year.



Caring Hands

20,000 meals

Using our leftover ingredients, Caring Hands in Rochester feeds 52 vulnerable people every day at its drop-in centre.

One Feed Two

210,000 meals

Provided to school children in Malawi through our partnership with One Feeds Two at Christmas



256

hours

Volunteering

Everyone can use up to five working days a year to volunteer for a charity of their choice.

Gift Vouchers

£12,940

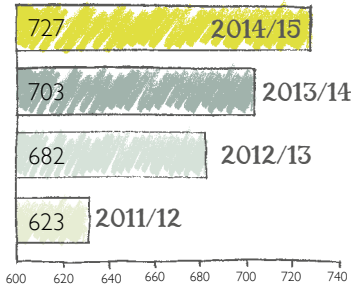
The value of gift vouchers donated to charitable causes, compared to £10,794 last year. Centrally, we supported 129 events this year compared to 126 the previous year.

PEOPLE

We want COOK to have a positive impact on the lives of our people, beyond simply paying everyone a decent wage.

THE SUNDAY TIMES
100
BEST COMPANIES
TO WORK FOR

Engagement Score



70

Internal Promotions

Profit Share

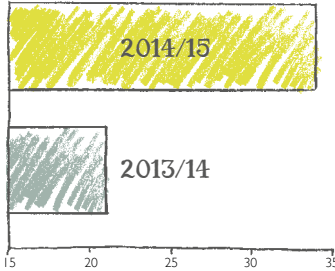
5%

For the first time, all staff who have been with us for a year will get a share of our profit earned in 2014/15. Five percent of our full-year profit goes into a pool which is split between employees based on their salary.

11

People given jobs who would otherwise have struggled to find a company willing to back them (for example, as part of our scheme offering work to ex-offenders)

Dream
ACADEMY



Number of people receiving life coaching in our Dream Academy programme

Wellness

It's a horrible phrase which basically means looking after our body and mind. This year we introduced free fruit across the business, a free weekly lunch for all our Sittingbourne kitchen staff, voluntary health clinics with a qualified nurse and free to online training courses.

Training

10,458
hours

Total number of training hours for staff

485

People who have had training

70%

Proportion of staff who have had training

Hardship Fund

16

People in dire straits helped via an interest-free loan from our hardship fund,

£16,538

Total amount lent via the hardship fund, up from £11,814 the previous year