

BETTYS & TAYLORS
GROUP

ANNUAL REVIEW

2024



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Welcome to

BETTYS & TAYLORS ANNUAL REVIEW 2024

Arriving in Yorkshire after a long journey across Europe, Frederick Belmont, a young man from Switzerland full of hopes and dreams, told his sister "Maybe I'll stay a while..." So much of our legacy hangs on those few words!



FROM THE CHAIR OF OUR FAMILY COUNCIL

Arriving in Yorkshire after a long journey across Europe, Frederick Belmont, a young man from Switzerland full of hopes and dreams, told his sister "Maybe I'll stay a while..." So much of our legacy hangs on those few words!

Frederick did indeed stay a while, establishing Bettys in 1919. Over 100 years later the third, fourth and fifth generations of our family continue to have a deep passion for delighting customers – whether that's through delicious products or excellent service – just as Frederick did.

Bettys & Taylors is on a long journey too. The business has grown, changed and evolved over the last 100 years – context has shifted, trends have come and gone, and challenges and opportunities have shaped the business in both expected and unexpected ways.

Sometimes our path has been planned and intentional, sometimes it's been opportunistic and instinctive, but our heritage, vision and values have always helped guide us.

They ensure we create prosperity and pride for our stakeholders by doing what we believe in.

We are really proud to be third and fourth generation family owners of Bettys & Taylors. Our long-term view, looking at quarter centuries not just financial quarters, gives us a unique perspective on the challenges and opportunities for now and far into the future. This report shares some of our progress and achievements of the year gone by, but there is always more to do. We are committed to working together to ensure the business continues to thrive for generations to come, not just for our family but for yours too.

Our stakeholder model is central to who we are. Whether you are a customer, a supplier, a partner or an employee, you play a pivotal part in what we can achieve together as a business. Thank you for the contribution you make to the communities we live and work in across Yorkshire and around the world.

A heartfelt thank you for being part of the Bettys & Taylors story.

Chloë Benest
Chair of our Family Council and
fourth generation Shareholder



A LETTER FROM OUR CCEO

At Bettys & Taylors, our purpose is to make a difference to those we depend upon, and those who depend on us. What does this mean in practice? That's exactly what this report strives to show.

As you'll see in the sections that follow, it means many things and touches every part of the business: from delighting our customers with our delicious products and outstanding service, to creating a workplace where people feel a sense of belonging and find opportunities to grow.

But it's also about going beyond our four walls, working in ways that help sustain our planet, building long-term partnerships with our suppliers, and helping the communities that surround us to thrive. Above all, it's about doing things properly.

Here at Bettys & Taylors, we don't have a single CEO, but rather a Collaborative CEO (or CCEO for short). That's because we believe in peer-based leadership and that by working together rather than alone, we can amplify our impact.

We hope you agree this presents an opportunity to come together as a company, to celebrate our

achievements and consider how we can work collectively with others across the business to bring about the change we want to see in the world.

Of course, this report is only a snapshot of just some of the incredible work that has taken place over the past year. It's as much about the bigger picture of the way we work, as it is about the detail of what we do, because every action makes a difference.

This year's review provides a moment to pause and reflect on where we can improve, and how we can grow our positive impact for all our stakeholders. It's clear there is already some important and ambitious work underway.

Thank you for the part you've played in bringing our impact to life. As you explore these pages, we hope you'll feel proud of what we've all accomplished, and excited for the future we can create together at Bettys & Taylors.

Bettys & Taylors Group Collaborative CEO

Left to right: Simon Eyles, Rachel Fellows, Andy Brown and Paul Cogan

OUR PEOPLE

Our people make it happen.

Our products, from proper tea and quality coffee to handmade cakes, simply wouldn't be possible without the skill and commitment of our teams. Whether serving customers at Bettys Café Tea Rooms, selecting ingredients or developing new products, our people are fundamental to our success.

In this section, we bring to life the commitments that keep our teams performing at the top of their game: providing our people with learning and development opportunities, and building a culture where people know they belong and are supported and encouraged to be at their best. It's all part of our recipe for success, which, as you'll see, is shared by everyone. There's plenty to be proud of...



Our commitment to

LEARNING AND DEVELOPMENT

We're serious about developing our people. It's an essential part of creating a culture of curiosity where people can direct their own development, building their skills, capabilities and understanding, to make decisions that make a difference.

We offer a range of programmes to build business knowledge, expand learners' awareness, nurture leadership and encourage collaboration, which when combined, deliver not only personal growth but business performance too.

In 2024, we continued to strengthen the way we develop our leaders and people managers. In addition to our flagship RASCAL leadership and Leader as Coach programmes, we launched some new initiatives including:

- **Manager Essentials:** a series of eight e-Learning modules, which can be completed at a pace to suit each person, now help to strengthen our People Managers' skills.
- **Team Leader Development Programme:** supporting people in Bettys Branches to develop their knowledge, skills and ways of working to become effective Team Leaders.



OUR 1:1 DEVELOPMENT SCHEME

Our 1:1 Development Scheme is open to anyone who works for Bettys & Taylors, regardless of their role or the area of the business they work in. Our trained in-house developers are members of the team who support our people to reflect on their aspirations, behaviours and relationships, and develop themselves for the future.

The scheme continues to grow beyond the walls of our business: our community team has helped build connections with charity and public sector leaders in Yorkshire, allowing our developers to offer their coaching skills to organisations who might not otherwise benefit from such support.

"My developer asked questions, listened and gave me space to arrive at answers for myself. She helped me find the confidence I needed to say 'I'm good at my job'."

- 1:1 development client

1:1 DEVELOPMENT SCHEME 2024 SNAPSHOT:

97%	22
would recommend to a colleague	in-house developers
124	824
people supported	hours of support provided

GROWING OUR APPRENTICESHIPS PROGRAMME

Apprenticeships provide a powerful way to attract new starters or to enable our people to retrain and improve their skills. That's why we've been focused on enhancing our offering in recent years. We've now got a wide range of career options available, covering a variety of qualifications and access points, including Chartered Manager Degree Apprenticeships.

This year, we've had 17 people take part in Apprenticeship programmes across the Group, with eight new apprentices enrolled and two completing their programmes.

You'll find our apprentices across different positions across the business, including Team Leaders, both Back and Front of House, and within our Engineering, IT and People & Culture teams.

We plan to grow the programme further. To support this, last year we attended 17 schools and careers events across Yorkshire. Here we were able to both raise awareness of opportunities available at Bettys & Taylors to young people and gather valuable insights on what the next generation of our workforce are looking for.



CASE STUDY: OUR APPRENTICESHIPS IN ACTION

Cameron Latimer achieved a distinction on his Senior Production Chef Level 3 course at York College:

"I gained a deeper understanding of kitchen operations, people management, and legislation. Learning new cooking methods and mastering the art of plating proved challenging but rewarding to achieve."

"My apprenticeship has boosted my ability to make decisions. Having a good support network, college mentor, and being able to talk things through with my fellow managers was so helpful."

"I have always been motivated by the company's passion and dedication to internal progression for employees. By being the first to do a catering apprenticeship, I hope others can be inspired that there is a pathway for development, in all areas of Bettys & Taylors."

*Our commitment to***A CULTURE WHERE
YOU BELONG AND
CAN BE YOUR BEST**

At Bettys & Taylors we're committed to building on our reputation as a workplace where everyone is treated fairly and can perform at their best.

Last year, a Group-wide survey helped us understand more about what's important to our people. Several themes emerged, guiding us on how best to focus our efforts, raise awareness, and start taking more action.

We now have an Advocacy Group, made up of members from across the business who, thanks to their experience, knowledge and enthusiasm, are helping us understand how we might be more aware of and respond better to different needs in our employee community.

This year, we began rolling out inclusive recruitment practices to ensure that we're attracting and recruiting a diverse talent pool. For example, sharing questions in advance can support all candidates to better prepare for interviews.

We recognise that anyone might need to ask for flexibility or changes at some stage in their career, whether that be because of ill health or other personal circumstances. That's why we have continued to put in place policies and initiatives which support people to thrive at all stages of their working lives. In 2024, we introduced a new Fairness, Inclusion & Belonging policy, which replaced our previous Equality and Diversity policy.

**SUPPORT THROUGH EVERY LIFE STAGE:
MENOPAUSE**

Helen Tomlinson, the Government's first menopause employment champion, hosted dedicated sessions for our teams. Her guidance helped us understand some of the challenges that come with menopause and how to help women continue to feel supported and productive at work during this time. Our Listening Peers got involved too, with 14 trained as Menopause Champions, now able to offer an extra level of support to the many women navigating this life stage. We've also signed the Menopause Workplace Pledge and set up internal Men's Menopause Cafes to encourage more open conversations on this topic.

**GENDER PAY GAP REPORT**

We are pleased to have seen our gender pay gap decrease in 2024, continuing a downward trend over the last three years of reporting. Our figures show that in 2024 the Mean Gender Pay Gap across the Group has decreased by 4.5% since last year to 13.8%. Meanwhile, the Median Gender Pay Gap has decreased by 6.4% to 7.8%. This means we are tracking well with the UK national average. As in previous years, the demographics of our organisation continue to be drivers of our 2024 gender pay gap, with more men than women occupying our senior leadership roles, shift based roles and roles with skill-based premiums. You can learn more by reading our full gender pay gap report [here](#).



Our commitment to
WELLBEING

Look after yourself and look out for others. That’s the Bettys & Taylors way when it comes to wellbeing.

We have a range of initiatives that help our people to look after themselves and others and, therefore, look after our greatest asset: our talented employees. Our Health Cash Plan provides contributions towards optical and dental treatments, and other benefits such as a virtual GP. We also offer flu jabs and have recently introduced health assessments at work. We know that sometimes simply having someone to talk to can make a world of difference, so we support this through our Listening Peers scheme.



LISTENING PEERS: CONNECTING OVER A CUPPA

“The scheme helped by simply giving me the opportunity to say out loud what’s been going on in my life.”

- Listening Peer recipient

A Listening Peer is someone who has been trained to listen, offer empathy, support and signpost suggestions in a confidential setting. They do this alongside their day job. We have 45 active Listening Peers, who had over 1,250 conversations with their colleagues last year. Listening Peers are trained to notice when someone may not be at their best. They can reach out to provide reassurance, hear how the person is truly feeling and support them to decide the best way forward.

While our wellbeing resources are accessible to our people on our intranet, Listening Peers provide a valuable service by proactively signposting these initiatives. This personal support can often be the catalyst for someone taking the first step towards seeking help either via external support or, as is often the case, by having a more confident conversation with their line manager.

In 2024, we focused on recruiting Listening Peers who represent not just different parts of the business, but also varying levels of seniority. This year also saw the introduction of Brew Club. This is a more informal opportunity for people to come together to talk in a confidential and supportive environment for an hour, over a cuppa.



**HAPPINESS AT WORK
SURVEY 2024**



73/100

Score for happiness at work

87/100

Score for getting along with people in your team

85/100

Score for proud to work at Bettys & Taylors Group

Our commitment to

RECOGNITION AND REWARD

We're proud to offer our people a range of benefits on top of health and wellbeing support, covering everything from employee discounts and staff shops, to free meals at most of our workplaces. We come together as a workplace community, both to have fun and to make sure our people stay up-to-date with our latest news, from the unveiling of our latest ads to our annual internal Honours Awards.

We regularly review our benefits, both by looking beyond our business at external trends and listening to our people. That's why in 2024 we improved our pensions and delivered more pension related education to help our people make informed decisions about their future finances. You can find more information on the benefits we offer [here](#).

GROUP PROSPERITY SCHEME

Our Group Prosperity Scheme (GPS) is a proud and important part of Betty & Taylors history. For almost half a century, we've championed fairness and collectively celebrated our success by offering all our people — no matter what their role — a bonus based on our business performance.

The scheme is available to everybody from day one, based on an annual share of profits and paid as a percentage of qualifying earnings on a quarterly basis. When we say we all make it happen, we put our money where our mouth is. This scheme is in addition to our annual pay award, which was 6% in November 2023 and 4% in November 2024.

"This is an excellent place to work, and you are really looked after. You'll meet and work with some great colleagues who will make your day worthwhile and your job easier. It really is one happy family. That's why I have been here so long."

- Russ Jenkinson from our Taylors team, reflecting on 20 years in the business



Our annual Bettys & Taylors Honours, recognising team achievement and contributions.



14.3%

GPS 2025 (based on 2024 performance)

8.8%

GPS 2024 (based on 2023 performance)

OUR PLANET

We're working to do things properly for the planet we all rely on.

Our family business has a long history of working to protect the environment, but we know there's much more to do. In this section you'll find information on how we're reducing the impact of our own operations and products while setting the foundations to make a Net Zero commitment. There's also information about our partnership with the Woodland Trust to support nature recovery in the Yorkshire Dales, with further stories of environmental partnerships within our Yorkshire community and global supply chain shared across the report.



Our focus on

ENERGY AND EMISSIONS

Monitoring our energy use, measuring our carbon emissions, and managing their reduction, are essential when it comes to tackling climate change. As we prepare to formalise our Net Zero ambitions, we’re continuing to find ways to reduce our carbon footprint.

We measure our carbon emissions using two methods. They result in different figures, but together form a fuller picture to help us identify where we can make improvements. The **location-based method** is determined by the emission intensity of the power grid (which we are physically connected to), while the **market-based method** is influenced by our energy purchasing decisions (who we buy our energy from).

While overall energy consumption increased by 0.9% compared to our previous financial year, location-based emissions decreased slightly by 0.1%. This represents improvements made to the energy generation supplying the national grid. Our total market-based emissions reduced by 21.1% from the previous year, which primarily reflects improvements to our owned transport.



We also invested in other carbon saving initiatives that increase the efficiency of our production processes. For example, at our Bakery two gas-fired ovens were replaced with electric ones.

Meanwhile at Taylors, we made significant progress with a multi-year project, Accelerating TomTom (Taylors Operating Model Targeting Operational Mastery), increasing our factory output and efficiency while upskilling our operators, and ensuring we work safely at all times.

We can use carbon intensity, or in other words, the amount of emissions produced per £100,000 of revenue, to help us make year-on-year comparisons. During the reporting period our revenue increased and in turn our location-based carbon intensity decreased from 1.46 tCO2e per £100,000 in 2023, to 1.37 tCO2e per £100,000 in 2024.

tCO2e

Tonnes of Carbon Dioxide Equivalent, which combines the climate impact of all greenhouse gases which lead to global warming into one single unit, making them easier to compare.

MWh

A megawatt-hour is a standard unit of energy measurement. It represents the amount of electricity generated or consumed over a one-hour period.

TACKLING OUR TRANSPORT EMISSIONS

While there’s a way to go for all our transport to be fully powered by renewable energy sources, we’re pleased to share that our pool cars, used for business travel by our people, are now all electric. We introduced three new electric vans at Bettys Bakery as replacements to some of our diesel vehicles.

We also completed a Hydrogenated Vegetable Oil (HVO) vehicle trial at Taylors Warehouse and Distribution site, helping us explore the potential to shift away from diesel fuel to a fossil-free alternative.



OUR ENERGY AND EMISSIONS IN 2024 (COMPARED TO 2023)

22,509 MWh

Total energy consumption:
22,509 MWh (+ 206 MWh)

4,362 tCO2e

Location-based emissions:
4,362 tCO2e (- 6 tCO2e)

524 tCO2e

Market-based emissions:
524 tCO2e (- 141 tCO2e)

OUR NET ZERO AMBITION

We're committed to supporting the world's transition to Net Zero. This is when carbon emissions are reduced significantly enough across the planet that they can be absorbed and stored by nature and other carbon dioxide removal measures.

For our business, this means embarking on a process of decarbonisation to minimise our emissions. We've taken a number of actions as part of this transition. In 2023, we partnered with the Carbon Trust to map our baseline across our Scope 1, 2 and 3 emissions. This analysis allowed us to understand the challenges involved when accessing reliable data and the need to refine the information available to us.

We're now investing more in data collection improvement, including the establishment of a new carbon data platform which will provide clearer visibility and transparency across the business, to the benefit of our ongoing monitoring and reporting.

Our aim is to send our letter of commitment to the Science Based Targets Initiative (SBTi) before the end of 2025. Within two years of this commitment and supported by the output of our new data collection processes, we will be in a strong position to set specific emission reduction goals which align with climate science.

WHAT ARE SCOPES?

Scopes are simply a way to categorise and measure against the different types of emissions created by a company, its suppliers and its customers. These scopes help businesses to talk the same language when communicating their carbon footprint.

Scope 1 is concerned with direct emissions that are owned or controlled by us, for example, using gas in our coffee roaster and refrigerants in our air conditioning units.

Meanwhile indirect emissions occur from sources that are not owned or controlled by us, such as the emissions caused by the generation of electricity we purchase, known as **Scope 2**.

Scope 3 encompasses all other emissions across our value chain. This includes the cultivation, processing and transportation of our ingredients and packaging from suppliers, the way our people get to work, and the use and disposal of our products and packaging.

Mapping our scopes helps us understand where the biggest opportunities lie to reduce our emissions, and who we need to work with to accelerate our transition to Net Zero.

Our focus on

WASTE

Our business is zero direct waste to landfill and we work closely with our waste management partners to create streams for all our waste, however complex.

We always aim to give our waste a second chance, to help keep items in circulation. Take our mushroom trays: these are sturdy and stackable plastic trays, typically used within Bettys to transport food produce. Horticap, a local charity which provides horticultural experience for adults with additional needs, has found a home for the trays we no longer need by using them to display the plants they sell to the public.



An estimated 2.5 billion disposable coffee cups are used every year in the UK. And while many companies offer recyclable or compostable cups, in practice many end up in landfill. Our Bettys branch at the RHS Garden Harlow Carr offers a takeaway service, complete with a dedicated cup collection point and waste stream. Last year, 10.4 tonnes of cups were sent for composting. We also now have local partners who are collecting coffee grounds for composting at almost all our Bettys branches, as well as from our Bakery for use on allotments. The Community section of this report contains more creative examples of how our waste is repurposed locally.

SUPPORTING OUR COMMUNITIES WITH SURPLUS FOOD

All our food waste goes to anaerobic digestion, with the exception of anything that we can find a new home for. When people think of 'food waste' they often picture something substandard but overproduction, cancelled orders and a short shelf life are just three of the many reasons why good in-date food becomes surplus. That's where FareShare, through its mission to relieve food poverty and reduce food waste, makes a difference.

When food is going spare, it's good to share. Last year, we donated over 11.5 tonnes of surplus tea, coffee and Bakery products to FareShare, who distributed it to 1,664 charities across Yorkshire and the UK.

"The support given by Bettys & Taylors to FareShare Yorkshire has been genuinely exceptional. The company is all-in when it comes to our vision of a Yorkshire where people can access the food and drink they need. The difference this makes to hundreds of vital frontline organisations who are dependent on us has been clear to see. The first step of support offered by a refuge, shelter or centre will often start with a cup of tea or coffee."

- Jonathan Williams, Deputy Chief Executive, FareShare Yorkshire

Alongside FareShare, we also work with local food banks. This includes St Peter's Church in Harrogate, which provides a Breakfast Club serving free hot breakfasts to people who are homeless or in poor housing, and Resurrected Bites, a Harrogate and Knaresborough based community organisation aiming to reduce food waste, loneliness and food poverty.



Our focus on

PACKAGING

When it comes to packaging, our goal is to find the best balance for both our customers and the planet by reducing environmental impact and waste while maintaining product quality.

At Taylors, we are continuing to explore options to reduce the volume of plastic packaging used and increase the amount of recycled content within our packaging. For example, all roast and ground coffee packaging (excluding our coffee bags) is now made from a lighter mono-polymer plastic.

Partnerships play a big part too, and our work with Terracycle provides customers with a solution for recycling coffee bag envelopes, as well as our Yorkshire Tea catering bags and loose leaf tea packs.

YORKSHIRE TEA OVERWRAP REMOVAL

In May 2024, the first packs of our new overwrap-free Yorkshire Tea boxes started to land on supermarket shelves. This was a key milestone in a multi-year plastic overwrap removal project. We're continuing to roll out the new packaging format across all our Yorkshire Tea range.

Since last May, the project has removed 14 tonnes of plastic and once the roll out is completed, the project will see over 260 tonnes of plastic removed per year.

Work has also taken place at Bettys to reduce the amount of plastic packaging we have in circulation and, where possible, replace it with cellulose alternatives. We've replaced plastic packaging on almost all of our chocolate related products with cardboard and paper alternatives.



CASE STUDY: BREWING NATURE-BASED SOLUTIONS IN THE YORKSHIRE DALES

Thanks to our Trees for Life programme which launched more than 30 years ago, we've now planted over 9 million trees around the world, and our latest partnership is very close to home.

We're working with the Woodland Trust at its ambitious woodland creation project at Snaizholme, in the heart of the Yorkshire Dales. The goal is to transform what was until recently a 1,400 acre treeless landscape into a vibrant home for wildlife.

We're funding the planting of up to 50,000 native trees over the course of this five-year partnership. This will create open woodland glades to provide shelter and food for wildlife, alongside denser groves, where plants that thrive in woodlands will flourish. As the trees grow, they'll absorb carbon and help improve the water quality of the local beck.

The trees will also slow the flow of the 21 streams that run down the over-grazed slopes into Snaizholme Beck, helping to reduce flood risk within the immediate area and further downstream in towns and cities like York.

Since April 2023, 291 hectares (719 acres) have been planted with a mixture of trees, and work has continued towards restoring 280 acres of upland peat bog and 180 acres of limestone pavement.

By investing in this important biodiversity project on our doorstep, it also gives our people the opportunity to get stuck in. Last year saw two teams of volunteers from Bettys & Taylors visit the site to remove some derelict fencing from the land, allowing wildlife to move more freely.

"It was a really cracking day, a chance to reconnect with our beautiful countryside. Knowing that our hard work will support the biodiversity in the valley is a great feeling."

- Frances Sharpe, Training Manager at Taylors



"We're incredibly grateful to Bettys & Taylors Group for their support and commitment to one of our flagship nature recovery projects. Snaizholme offers a chance for us to boost biodiversity at a time when the natural world is in crisis. Together, we're making a real difference for trees, wildlife and people in the Yorkshire Dales."

- Sam Tarrant, Head of Partnerships, Woodland Trust



OUR SUPPLIERS

We believe the way we source is as important as what we source.

Our supply chain covers numerous countries and touches countless lives, from tea and coffee growers and workers in the tropics, to farmers here in Yorkshire. We see our suppliers not just as transactional partners, but essential stakeholders. They help us uphold our commitment to creating top quality products for our customers – not just for today but for the long-term too.

We believe that everyone we depend upon for our ingredients and raw materials should be treated with dignity and respect. And we know that much of our supply chain is on the front line of climate change and our largest source of emissions. That's why we focus on the sustainability of the resources we rely on, alongside the resilience of the communities who grow our ingredients.

In this section, we share just some of the work from the year gone by, across both Taylors and Bettys businesses.

TAYLORS SOURCING APPROACH

The way we purchase our tea and coffee is pretty unique. We call it Taylors Sourcing Approach (TSA) and it's our way of putting our purpose and values at the heart of how we buy. And this year, building on a decade of experience, we've continued to strengthen TSA for the future.

Our approach recognises that by working collaboratively and in long-term partnerships with our suppliers and others, we can improve quality, address social and environmental challenges, and help protect the sustainability of the sector, for everyone's benefit.

Our work focuses on three interconnected areas: environmental stewardship, community resilience and economic durability. Our sourcing approach is underpinned and made possible through our programme of Value Chain Investment.

In 2024, we invested £1.3m in our tea and coffee value chain, supporting a wide range of projects and partnerships including livelihood improvements, gender equality, tree planting, water and sanitation, and more. An overview of many of our 2024 projects can be found in the appendix, while in the following pages we share just some of the stand-out stories.

OUR VALUE CHAIN INVESTMENTS 2024

£1.3m

Total investment

55

Total projects

13

Total countries

How we're supporting

LIVELIHOODS IN OUR SUPPLY CHAINS

Globally, it's estimated that over one billion people earn less than they need to afford a decent standard of living. While national minimum wages exist in most countries, often this doesn't represent a living wage. Similarly, due to lack of resources, low global prices and the effects of climate change, it can be difficult for many farmers to achieve a living income from tea or coffee alone.

Throughout our tea and coffee supply chain, we're committed to working towards improving wages for every worker and income for every farmer. It's a significant undertaking with no quick fixes. That's why we work collaboratively with a wide range of stakeholders, including sustainable trade experts, governmental bodies, other buyers and suppliers.

For example, over the last year we have been working with IDH, a global operating foundation, key tea producers and other tea brands, to pilot a 'Living Wage Differential' model to improve wages in selected tea estates in Kenya, Sri Lanka and Malawi.

The Living Wage Differential pilot supported direct contributions from tea brands to producers, ring-fenced for improving worker pay, through a process monitored and checked with a robust assurance system. Learning from this project has provided valuable insights to support future work. More information about the pilot can be found [here](#).

"Taylors are committed to improving wages and incomes across our supply chain. We're delighted to be involved in this pilot and to be taking the next steps towards improving livelihoods in the tea sector."

- Frank Tanner, Responsible Sourcing Manager, Taylors of Harrogate

CASE STUDY: IMPROVING SMALLHOLDER INCOMES WITH KAWACOM

On the slopes of Mount Elgon, Uganda, Kawacom, an organisation that work with over 23,500 smallholder coffee farmers, cultivates coffee beans with a citric acidity and notes of caramel and tropical fruit, essential for our blends. Kawacom was the first of our coffee suppliers to be part of TSA and today we're their largest buyer of washed Arabica coffee.

Our buyers visit Kawacom regularly, working in partnership to develop shared annual plans covering volume, quality and sustainability. Over the last twelve years we've co-created and worked together on a number of projects, including the adoption of more sustainable agricultural practices, access to clean water and community health promotion, and programmes supporting the economic empowerment of women.

In 2024, we worked with Kawacom's smallholders to identify and test ways to address the living income gap. The pilot project covered 100 farmers and their families, segmenting them according to their circumstances, and then trialed a number of different approaches to improve incomes. This included enterprise diversification and support (for example, growing alternative crops, livestock management and business training), a revolving loan scheme, and regenerative farming practices. The learnings from this pilot will help us extend the programme to more farmers in the future.



How we're supporting more

RESILIENT COMMUNITIES

Supporting people and communities to live safe, fair and healthy lives is an essential part of our work with tea and coffee suppliers.

For example, in Kenya, we know many workers hired by smallholder tea farmers are young women, often economic migrants moving from other regions in search of jobs. The informal nature of their work means they are likely to face low incomes and poor working conditions, with a heightened risk of violence.

Since 2022, we've been working in partnership with ActionAid, ETP, the Kenya Tea Development Agency (KTDA) and Lavazza on a pilot project - Empowering Tea Communities in Kenya. Working in three tea growing communities, the pilot aims to improve the working environment and access to essential services for tea farmers and workers, including the most marginalised, women and children.

Achievements are wide ranging, but include the establishment of multi-stakeholder platforms, providing networks that link communities to the people and institutions with a responsibility to respect, promote and realise their human rights. Alongside this, community-led local reporting mechanisms have been established, helping people report rights violations and access justice.

Communities have worked together to secure local government commitments to build and maintain key roads, construct classrooms, equip two hospitals with maternity wards, improve piped water, and build new public toilets. Village Savings and Loans Groups have been established and small grants awarded, establishing new enterprises and supporting livelihoods. A 'Back to School' campaign has responded to issues of out-of-school children, targeted to the needs of each community.

More information on the project can be found [here](#).

"We have learnt a lot of new things we didn't know. We didn't know we had any rights as tea workers, but we were taught about them and I was happy."

- Zera, a Women's Champion and convener of a Women's Right Network, formed to support women and survivors of gender-based violence. Supported by training from ActionAid, Zera has gone on to train 1,000 women in her community.



Rehema Baya / African Film Networks / ActionAid.

CASE STUDY: A HEALTHIER FUTURE THROUGH CLEAN WATER IN NANDI HILLS

Nandi Hills is a lush highland at the edge of the Great Rift Valley in south-west Kenya, and home to remote tea growing communities. Several years ago, people would walk miles from home each day to collect water from open springs. Not only was water unsafe to drink, but children would often sacrifice school time to fetch the water for their families.

We've since worked with Nandi Tea, along with our decaffeination partner Infré, to support several long-term water projects. One extensive initiative included establishing seven water tanks, each with a 50,000-litre capacity, along with a solar pump system to pipe water up the hills.

Ten years on, following an investment of £111,662, nearly 12,000 people across the Nandi Hills area now have accessible and safe drinking water, with tea communities benefiting from improvements in both health and school attendance.

"Through collaboration with Taylors of Harrogate and Infré we have implemented significant water supply projects over the last decade with positive impacts on more than 2,000 households. These investments have helped improve the wellbeing of our communities."

- Suleiman W Jillo, Nandi Tea Estates Limited



How we're addressing

EMISSIONS AND CLIMATE CHANGE ADAPTATION

Coffee and tea farmers are already experiencing the impact of a warmer climate. With the agricultural sector being one of the highest contributors to global greenhouse gas emissions, we're committed to understanding and minimising emissions in our tea and coffee supply chain. Alongside this, we're working to help suppliers adapt to some of the risks and challenges associated with climate change.

For example, we're working with World Coffee Research (WCR), a not-for-profit collaborative agricultural research organisation working to protect the future of Arabica coffee and the livelihoods of those who grow it. In 2024, we supported WCR's work to create an interactive web tool that can be used to help farmers identify which coffee variety will perform best in the coming years, based on location and future weather predictions.

"Many coffee farmers don't have access to information about which varieties will grow best in the future given the impact of climate change. This new interactive web tool combines data on current and possible future climates with variety performance data on over 30 varieties drawn from a global trial network. The tool helps farmers choose the right tree for their farms."

- Hanna Neuschwander, World Coffee Research

In 2024, we also worked with the Ethical Tea Partnership and the UK's Foreign, Commonwealth and Development Office alongside other tea partners, to launch a 3-year 'Payment for Ecosystem Services' project in Malawi.

The project is called 'Mthunzi' which means shade, symbolising protection. The three-year pilot incentivises farmers to plant trees around their farms and homes. This both protects the environment and provides additional opportunities for income.

"The nursery will help a lot of farmers plant trees that reduce the effects of climate change. It has provided me with a position and developed my skills. It's also given me a source of income."

- Lita Kanjedza, who works at one of the tree nurseries.



CASE STUDY: MEASURING THE CARBON FOOTPRINT OF COFFEE FARMING

We are taking essential steps to reduce emissions in our coffee supply chain, both by increasing our understanding of our current footprint and supporting farmers to identify how to improve their practices. The climate-related challenges farmers are facing continue to increase. That's why, over the last year, we've been working with Falcon Coffees and partners in Rwanda and Peru to capture more accurate carbon emissions data from coffee farms.

In Rwanda, this included gathering data from 245 smallholder coffee farms and three coffee washing stations, while in Peru a further 40 farms were surveyed. Using a bespoke methodology and a carbon calculator model, Falcon Coffees, collaborating with academics from the University of Brighton, researched potential sources and sinks of emissions, from fertilizer and fuel use to vegetation management.

The research also provided the opportunity to understand farmers' first-hand experience of climate change and what, from their perspective, are the opportunities to reduce emissions and adapt to a changing climate.

For example, in Rwanda, 46% of the farmers surveyed said they'd experienced climate-related disasters in the past year, including drought, heavy rain and floods, erosion and landslides. Meanwhile, areas highlighted for future focus include regenerative farming practices that improve soil health and planting shade trees which can both improve productivity, farmer income and reduce emissions.



"With each supply chain study we complete, we learn more about the critical importance of farm-level data in calculating emissions. This study with Taylors and their supply chain has provided insights into the driving factors for emissions and the challenges that the coffee producers are facing. This information is valuable, not only for emission calculations, but it also provides guidance for future collaborations in supporting farmer resilience and mitigating environmental impacts."

- Dr Mandi Caudill, Falcon Coffees

SOURCING WITH PRIDE AT BETTYS

At Bettys we're committed to sourcing the best ingredients, with a particular focus on local and seasonal ingredients. Thanks to our sourcing principles we take a balanced approach to buying, mindful of quality, commerciality, ethics and the environment for every purchase, from produce to packaging. And we're building on a rich history of working directly with Yorkshire businesses, while boosting awareness of, and appetite for, premium British produce.

Take Robert Tomlinson, affectionately known as 'Rhubarb Robert', a fourth-generation rhubarb farmer whose family have been growing rhubarb in West Yorkshire's famed 'Rhubarb Triangle' for over 140 years. Bettys has been sourcing from Robert during the short, but sweet, forced rhubarb season for more than a decade.

We're also proud to have supported a 'Young Chef of the Year Competition' run by Delifresh, one of Bettys key suppliers. Now in its third year, the competition seeks to support the career development of the next generation of chefs, with 20 top chefs taking part to judge over 100 talented young chefs from across the country. We were pleased to host one of the heats at Bettys Cookery School.

As well as sourcing from the UK where we can, we have also stayed true to our Swiss heritage. For over ten years, our chocolate has been sourced from Switzerland-based family-owned business, Felchlin. Like us, Felchlin has strong values and a commitment to long-term relationships with growers.

SUPPLIER SPOTLIGHT: SPREADING SUSTAINABILITY WITH OUR NEW PRESERVE

Annabel Makin-Jones' fifth generation Yorkshire farm has provided us with premium and perfectly ripe strawberries for over 10 years. Last year, we joined forces with Annabel to create a co-branded product: Bettys Yorkshire Classic Strawberry Preserve.

The Yorkshire-based business is doing big things to support the environment, with a considered approach to energy, waste and water. Electricity for the farm is generated by solar panels, while berries, which aren't fit for preserves, are sent to Annabel's packaging supplier's anaerobic digester, which in turn powers the production of her strawberry punnets.

We also use Annabel's Strawberry Blossom Honey in a variety of our Bettys specialities. With over two million bees across 22 hives on the farm, they are the unsung heroes in strawberry production, pollinating the strawberry plants every season as well as producing delicious local honey.

By partnering with producers that we admire like Annabel, we can do more to help preserve the planet, and provide our customers with delicious locally sourced, seasonal treats.

"We're delighted to be working with Bettys. Our shared Yorkshire provenance has helped reduce food miles and also enabled us as local businesses to support one another. Our drive for more sustainable methods, preserving the countryside and offering the best products is a value that we share in everything that we do."

- Annabel Maikin-Jones



OUR COMMUNITY

When our local area thrives, we thrive too.

We've long been committed to playing an active part in the communities that surround and support us. That's why we're passionate about making a positive contribution through long-term initiatives that support social mobility and employability, as well as those that lead to environmental action.

This year, we've contributed more than half a million pounds of financial and in-kind support to our community partnerships (for a breakdown of these funds, see the Appendix). In what follows, we share just some of the incredible local impact that's taken place this year, all of which makes us proud to call Yorkshire home.

Turning trash into treasure...

THE CONE EXCHANGE

Over 20 years ago, a child visiting our tea and coffee factory asked if he could turn a cardboard cone into an angel for his Christmas tree. Word soon spread, and 500 cardboard cone angels later, this creativity and collaboration within the community sparked a powerful idea: what if we turn our trash into treasure, and team up with local people to lend a hand. The Cone Exchange was born and today it's our flagship community project.



The cardboard cone, waste from our tea and coffee factory, that inspired the opening of our Cone Exchange

We repurpose waste materials, from our operations and over 20 other local businesses, providing valuable resources for local crafters as well as materials for charities, schools and other community groups. From fabric off-cuts, to boxes, paper, hessian sacks, wool and plastic tubs, what we sell varies day-to-day but there is always something to delight crafters, hobbyists and gardeners.

The proceeds are donated to local charities and social enterprises. And 2024 was a record-breaking year, with an extraordinary £64,925.53 raised for good causes. We also provide valuable work experience for young people with additional learning needs and get involved in educational events to encourage recycling.

"It's hard to imagine who loves the Cone Exchange the most. It could be the hundreds of customers who turn up every week to our shop, or the buyers that visit us at trade shows around North Yorkshire. But actually, I think it's us, the volunteers. We enjoy sorting through the generous donations of fabrics and materials we receive, and the greatest pleasure of all is knowing we've repurposed items destined for landfill."

- Gillian, Cone Exchange Volunteer



You can learn more about the Cone Exchange [here](#).



CONE EXCHANGE 2024

7,240
Volunteer hours

450
Student work
experience hours

10
Events attended

...AND TREASURE INTO TREES

Yorkshire Dales Millennium Trust (YDMT) is a small charity doing big things across the local landscape, from protecting wildlife to educating young people and adults about climate change and the biodiversity crisis. In 2024, our partners YDMT planted 304 trees thanks to funds raised by sales of recycled materials at the Cone Exchange.

The Cone Exchange has been working with YDMT for over five years now, and we are pleased to be expanding our partnership to support their Green Futures Programme. We'll be helping YDMT tackle the inequalities that make it hard for young people to access and enjoy the countryside, bringing them together to take action for nature.

"It's lovely to see a tree dedication made everytime the Cone Exchange team conducts a house clearance following a bereavement. It's a really thoughtful gesture for the families receiving the tree dedication."

- Richard Hore, Development Officer, YDMT



OUR COMMUNITY PARTNERS

Many of our local partnerships are longstanding, with a strong track record of raising people's aspirations and helping them develop skills for the future. We continue to build on a legacy of support that seeks to boost the resilience of our community for years to come. Below we give a sense of how some of our funding gets put to good use and makes a difference to those living and working in our local community.

CONNECTING CHILDREN TO OUR FARMING COMMUNITY WITH THE COUNTRY TRUST

The Country Trust is a national educational charity which connects children from areas of social and economic disadvantage with the land that sustains us all. The charity believes every child should have the opportunity to experience first-hand the connections between the food they eat, their own health and the health of the planet.

This mission is a natural fit with our business. We are rooted in Yorkshire's rich food heritage, and recognise the need to support the future of our local farming community. This year, we've worked with The Country Trust by providing funding to facilitate a Farm Discovery Day for five primary classes from schools near our Bettys Café Tea Rooms. During this hands-on, educational visit to a farm they met a herd of young calves, sat on tractors and even got a chance to make butter.

In the coming year we are expanding the partnership, to give more children the chance to get closer to where their food comes from. We hope to plant the seed that agriculture is not just a source of sustenance, but a potential source of future employment too.



CHAMPIONING CHILDREN'S CRICKET WITH CHANCE TO SHINE

Yorkshire Tea has partnered with Chance to Shine for many years now. The charity aims to inspire children through cricket, teaching them leadership and life skills. Our £30,000 contribution this year will support an estimated 3,200 young people from across primary schools in Yorkshire, giving them a chance to take part in the sport. We also proudly sponsored the Yorkshire Tea Street Finals Day in Bradford, with Little Urn (our trusty tea van) turning up on the day to help keep players, parents and coaches refreshed.



Local school children visiting a farm thanks to our support for The Country Trust.



SUPPORTING LOCAL PEOPLE INTO EMPLOYMENT WITH THE TWO RIDINGS COMMUNITY FOUNDATION

We've worked with Two Ridings Community Foundation (TRCF), our local community foundation that covers North and East Yorkshire, Hull and York, for a number of years, providing grants which are used to support community groups. Over the last five years this has ranged from Covid relief funding to support for the cost of living crisis.

In 2024, through our contribution of £117,431, TRCF was able to distribute funds to 14 local groups to support their employability services.

For example, Good Organisation CIC works with some of the most marginalised people in York. Our donation will go towards sessions that support job hunting skills among those affected by homelessness and substance addiction.

Meanwhile with our support, Neurodiverse Community Catterick CIC, which supports families dealing with special educational needs and disabilities, has launched the Pride in Youthability project, supporting neurodivergent young people and adults into employment or volunteering opportunities.

BRANCH CHARITY FUNDRAISING

Our family business has a long heritage of fundraising, and every year each area of the business chooses a local charity to support in the year ahead. Often these charities are close to our people's hearts. They may have helped them directly or supported their friends or family through a challenging time.

Our charity fundraising teams all came up with brilliant ideas to raise funds, from hosting bingo nights and bake off competitions to completing a variety of physical challenges from long-distance treks to ultra-marathons, and even holding a pumpkin sale. This year, through these phenomenal efforts, we've raised a total of £78,182.74.

We marked this achievement with a charity celebration event, where teams from across the business gathered alongside charity representatives, to hear firsthand about the important work of the chosen charities and discover how the funds raised will make a positive difference to their cause.

To learn more about our 2024 charities, see the [Appendix](#).

"As a small charity giving hands-on support to families supporting children with life threatening conditions, the donation from Bettys & Taylors is hugely significant and has already helped us confidently extend support to additional wards and secure this for the future. Such support can be seen in our #feedtheparents initiatives and family support provision at Leeds Children's Hospital."

- Millie Wright Children's Charity

"We were thrilled to be chosen as Bettys & Taylors Group's branch charity during 2024. Over the course of the year, they raised £23,570, an amazing amount that has had a significant impact on our charity and the people that we support. As well as raising vital funds, Bettys & Taylors has also raised awareness of our charity and the services we provide, helping us to reach more victims and survivors of domestic abuse and sexual violence across Harrogate".

- IDAS

As a small local charity we simply couldn't keep doing what we do without sponsorship like this from Bettys Harlow Carr. We can continue to be there for bereaved families through their darkest days, providing emotional and physical support. We know how important it is to get those crucial early days of their journey right, with professional bereavement counselling, essential training for midwives and by ensuring the maternity department has all the up to date equipment they need to provide the best possible care. With amazing companies like Bettys & Taylors supporting us, we can do this."

- Our Angels

£78,182.74

Raised by our charity fundraising teams this year



APPENDIX

ABOUT THIS REPORT

For over 30 years, we’ve published an internal annual review of our Group performance and progress just for our teams, but this is the first time we’ve published parts of the report externally. This report is aimed at a broad audience including employees, customers, suppliers and partners.

Earlier Taylors Impact Reports can be found at [Taylors of Harrogate Report Hub](#).



OUR FAMILY BUSINESS PURPOSE AND VALUES

As a family business we’re guided by our purpose, values and vision. Our Family Shareholders – now third and fourth generation – embrace their role as stewards, creating security and prosperity for all involved in our stakeholder model, and ensuring our success as an independent business for future generations.

Our purpose is to make a positive difference in the world.

OUR VALUES – THE 6PS

Prosperity: We’re committed to remaining an independent family business and expect business strategies to be built on enduring economics.

People: We’re committed to a stakeholder model that values all our stakeholders and rewards them fairly.

Product: We care about quality and exceptional customer experience, which is the cornerstone of our prosperity.

Process: We believe in Swiss precision and attention to detail, lived in relentless operational excellence, with common sense, clarity, simplicity and agility prevailing over bureaucracy.

Planet: We believe our environmental approach should go beyond compliance and good practice in areas where innovative leadership initiatives sustain and may have a positive impact on our relationship with the planet and enhance our reputation.

Passion: The deep love and believe in what we do is the pounding heart of this family business. It lifts the spirits of all around us and creates our uniqueness.

GOVERNANCE, STRATEGY AND POLICIES

Our Collaborative CEO take shared responsibility for organisational strategy and development, and ensuring our strategies and operations are aligned with our values, including building mutually beneficial relationships with all our stakeholders. Our Finance and Resources Director, who’s part of both our Collaborative CEO and Board, holds accountability for sustainability and social impact.

Across the business we have a wide range of specialists and experts, working to ensure our future strategies are informed by our changing stakeholder needs and expectations. In the year ahead, we’ll be continuing to review our structures and processes to ensure that our strategies and plans are robust, well-governed and evolving.

To support our responsible business approach, we have a suite of policies and procedures many of which are publicly available on our [Group website](#).



APPENDIX

INVESTMENT IN OUR TEA AND COFFEE SUPPLY CHAIN

During 2024, we've invested £1,337,297 in 55 projects in 13 countries to address environmental and social challenges across our tea and coffee supply chain.

We focus on three interconnected themes: economic durability including improved livelihoods, wages and incomes; environmental stewardship; and resilient communities. Here we provide some examples of the projects and places we're supported:

SUPPORTING RESILIENT COMMUNITIES

For us this means that people and communities within our supply chain have access to basic needs and are safe and treated fairly. For example:

- In Assam, we're supporting a Plantation Community Empowerment Programme with the ETP, establishing grassroot forums that bring community members and plantations managers together to jointly resolve local issues.
- We continued to support UNICEF's Improve Lives programme, supporting communities in 205 Assam tea estates. The programme run in collaboration with the ETP and other companies, aims to improve life for children and families across one quarter of Assam's estates. More information can be found [here](#).
- Alongside this, we invested £21,868 on smaller projects with suppliers to improve education, sanitation, and training for females working in our supply chain, alongside an initiative to increase income opportunities for female tea workers.
- We funded a number of projects to improve access to and provide better educational facilities for children in countries we source from, benefitting around 7,500 children and adults.
- In 2024, we invested £70,638 into improving access to water for around 41,500 people in communities we source from in Rwanda, Malawi, Brazil and Kenya.
- Since 2019 we have supported three water projects, improving access to clean water in the communities surrounding the Gatare tea factory in Rwanda. Recent reports have shown that between 2022 and 2024 cases of water borne diseases in the community have reduced by 79.3%.
- We've invested £88,500 into improving standards of living in our supply chain, thanks to better housing and sanitation facilities.

ENVIRONMENTAL STEWARDSHIP

For us this means playing our part in minimising our environmental impacts, and that our supply chain is home to healthy eco-systems and resilient to climate change. For example:

- We partnered with World Coffee Research to support the development of a web-based platform to help farmers in Latin America choose the best seed varieties for their farms to build climate resilience.
- With Falcon Coffees, we completed carbon emission footprint mapping work to better understand carbon emissions in our coffee supply chain in Rwanda and Peru. This data gives us valuable insights into emissions, helping identify key areas for emissions reduction.
- Working with the ETP and others, we supported an on-going project to explore the potential of payment for ecosystem services to boost incomes, address gender equality and environmental challenges in Malawi.
- We funded the second year of a two-year project with Dormans, one of our Rwandan suppliers, to reduce water usage in coffee processing.
- We continued to work with Climate Impact Partners, TIST and the Kenya Tea Development Agency to help tea smallholders grow trees on their farms. As well as soaking up carbon, the trees provide a second income, shade and food. The programme has planted over three million trees.

ECONOMIC DURABILITY

For us this means ensuring farmers and workers earn a decent wage and living, and that farms and operations are efficient, productive and resilient. For example:

- In partnership with Kawacom, one of our long-term coffee suppliers in Uganda, we piloted a model to diversify coffee farmer incomes with the aim of increasing household income and reducing the living income gap.
- Working with IDH and other industry partners, we supported a pilot project, which is working towards paying living wages in the tea sector.
- We funded projects to help 24,500 farmers improve processes on farms, helping increase productivity and supporting environmental management. For example, a project with Selva Andina in Peru, completed in 2023, this year reported cost savings for farmers and improvements in yield, which combined have led to a higher income for farmers.



APPENDIX

INVESTMENT IN OUR YORKSHIRE AND UK COMMUNITIES

In 2024 Bettys & Taylors Group contributed £502,738* – both financial and in-kind – to community activities in the UK.

These funds supported our business-led community recycling project, the Cone Exchange, our long-term commitment to tree planting thanks to our Trees for Life campaign, grant giving in the local community via our work with The Two Ridings Foundation, and other partnerships.

Over and above this, we leveraged and donated a further £143,746 thanks to employee fundraising (£78,183), the Cone Exchange (£64,926) and fundraising activity with customers.

Charities supported by employee fundraising: St Michael's Hospice, Candlelighters, York Women's Counselling, Our Angels, IDAS, Millie Wright Children's Charity and Nell Bank

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*Measured in accordance with the B4SI framework and not including management costs.

WORKING WITH OTHERS

We know that global challenges are driven by multiple factors, systemic in nature and can't be solved by one organisation working on its own. Only by working together – with experts, the wider industry and other stakeholders – can we drive and support change, gather insight and learning, provide collective leverage and find solutions.

We greatly value the support and insight we gain from a wide range of organisations and partners. In particular, we're proud to play roles at the following organisations:

The Ethical Tea Partnership: Founded in 1997, the Ethical Tea Partnership (ETP) is a membership organisation working to achieve a thriving, socially just and environmentally sustainable tea sector. Supported by regional managers based in most of the major tea producing regions of the world, the ETP convenes and facilitates collaboration between tea companies, communities, businesses, governments and civil society to understand and address some of the biggest challenges the sector faces.

World Coffee Research: World Coffee Research (WCR) is a not-for-profit collaborative agricultural research organisation working to protect the future of coffee and the livelihoods of those who grow it. Coffee production is being increasingly challenged by disease and climate change. Through international scientific research to develop new high-performing coffee varieties, WCR aims to create a more resilient supply chain for generations of farmers and coffee drinkers to come.

The Global Tea Coalition: The Global Tea Coalition consists of producers, packers and multinational tea brands, and NGOs, and allows members to collaborate in a pre-competitive environment to work together on many of the most salient human rights issues in the global tea industry.

IDH Roadmap on Living Wages: IDH brings businesses, governments and civic society together to make agricultural markets more sustainable and more inclusive. The Roadmap on Living Wages aims to increase understanding and build tangible solutions to ensure 'living wages' across the world.

British Coffee Association: We chair the sustainability committee of the British Coffee Association, working to build consensus and drive action on sustainability issues across the industry.

Global Coffee Platform: We are an active member of the Global Coffee Platform, a multi-stakeholder membership association dedicated to advancing coffee sustainability.

UKTIA: The UK Tea & Infusions Association is an independent, non-profit making body that works in support of the industry and is dedicated to promoting tea and herbal infusions. We work with UKTIA on a range of issues including health, origins and sustainability.

Food Ethics Council Business Forum: The Business Forum provides a safe and trusted space to explore emerging, business-critical issues as part of an honest, supportive community. Members come together to discuss the latest challenges, exchange ideas and best practice, and support one another to make bold, positive changes.

Business in the Community: BitC is a network of businesses dedicated to building a fairer and greener world together, committed to taking practical action and mobilising their collective strength as a force for good in society.

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