
CORPORATE SURPLUS RESPONSIBILITY.

SUSTAINABILITY REPORT 2020.

**COMPANY
SHOP
GROUP**



HELLO!

AN INTRODUCTION FROM
STEPH MCGINTY, OUR GROUP
MANAGING DIRECTOR.



IT’S SOMETHING OF AN UNDERSTATEMENT TO SAY THAT 2020 DIDN’T PAN OUT AS ANY OF US MIGHT HAVE IMAGINED AND THE COVID-19 PANDEMIC HAS TOUCHED US ALL. DESPITE THE MANY CHALLENGES THAT CAME WITH IT, I AM VERY PROUD OF WHAT WE HAVE ACHIEVED AT COMPANY SHOP GROUP.

From the very outset of the pandemic, we asked ourselves ‘what more can we do?’ not just ‘how do we get through this?’. Never has our ‘turning problems into potential’ vision been so relevant and important.

To achieve this, we have continued to invest throughout our business. We’ve added significant capacity with new stores and a new Distribution Centre that advances our capability to handle more surplus and redistribute it to more sites across the UK.

We’ve also grown our industry-leading capabilities with new technology and critical interventions that unlock surplus higher up the supply chain. And we’ve invested in the future, launching our pioneering Luminary Programme to develop industry leaders who want to make a change in surplus management and reduce unnecessary waste.

To support our communities, we have adapted how we deliver our award-winning Community Shop services. Community Hub went virtual, we inspired children and young people through the Healthy Holidays programme and we supported our communities with more than 125,000 food and care parcels providing a lifeline for those most in need.

Our ambition remains to ensure that perfectly good products do not go to waste. We will continue to support our industry with intelligent surplus management solutions, to identify new opportunities to encourage people and our industry to rethink and reduce waste.

Steph McGinty,
Group Managing Director, Company Shop Group



“COMPANY SHOP GROUP ARE AT THE FOREFRONT OF DRIVING A GREENER, MORE SUSTAINABLE RETAIL ECONOMY. OUR PARTNERSHIP CREATES A POWERFUL COLLABORATION SUPPORTING THE INDUSTRY TO EMBED MORE SUSTAINABLE PRACTICES ACROSS ITS SUPPLY CHAINS AND BUILDING A MORE SUSTAINABLE INDUSTRY.”

HELEN DICKINSON, CEO,
BRITISH RETAIL CONSORTIUM



CORPORATE SURPLUS RESPONSIBILITY.

WE TURN PROBLEMS INTO POTENTIAL.

We’ve been doing it for over 50 years, and we’re as determined now as ever before to help the industry rethink waste and unlock the potential from surplus.



OUR GOAL IS SIMPLE.

To stop perfectly good products from going to waste by redistributing more stock, to more members, through more stores.



BUT OUR PASSION GOES MUCH DEEPER THAN THAT.

We use surplus products to create positive impacts and deliver long-lasting social mobility in communities that need the most support.



“COMPANY SHOP GROUP CONTINUES TO DEMONSTRATE ITS ABILITY TO HANDLE SIGNIFICANT VOLUMES OF SURPLUS STOCK. THIS NOT ONLY REDUCES UNNECESSARY WASTE BUT ALSO DELIVERS POSITIVE BENEFITS TO COMMUNITIES ACROSS THE COUNTRY.”

**NICK DOWNING,
COMMERCIAL DIRECTOR, IGD**



THAT’S WHY WE CONTINUE TO GROW OUR BUSINESS...

to provide industry-leading solutions, increase our capacity and develop future leaders. By doing this, we address some of today’s biggest challenges and deliver positive social and environmental impacts for tomorrow.

CAPACITY TO DELIVER.

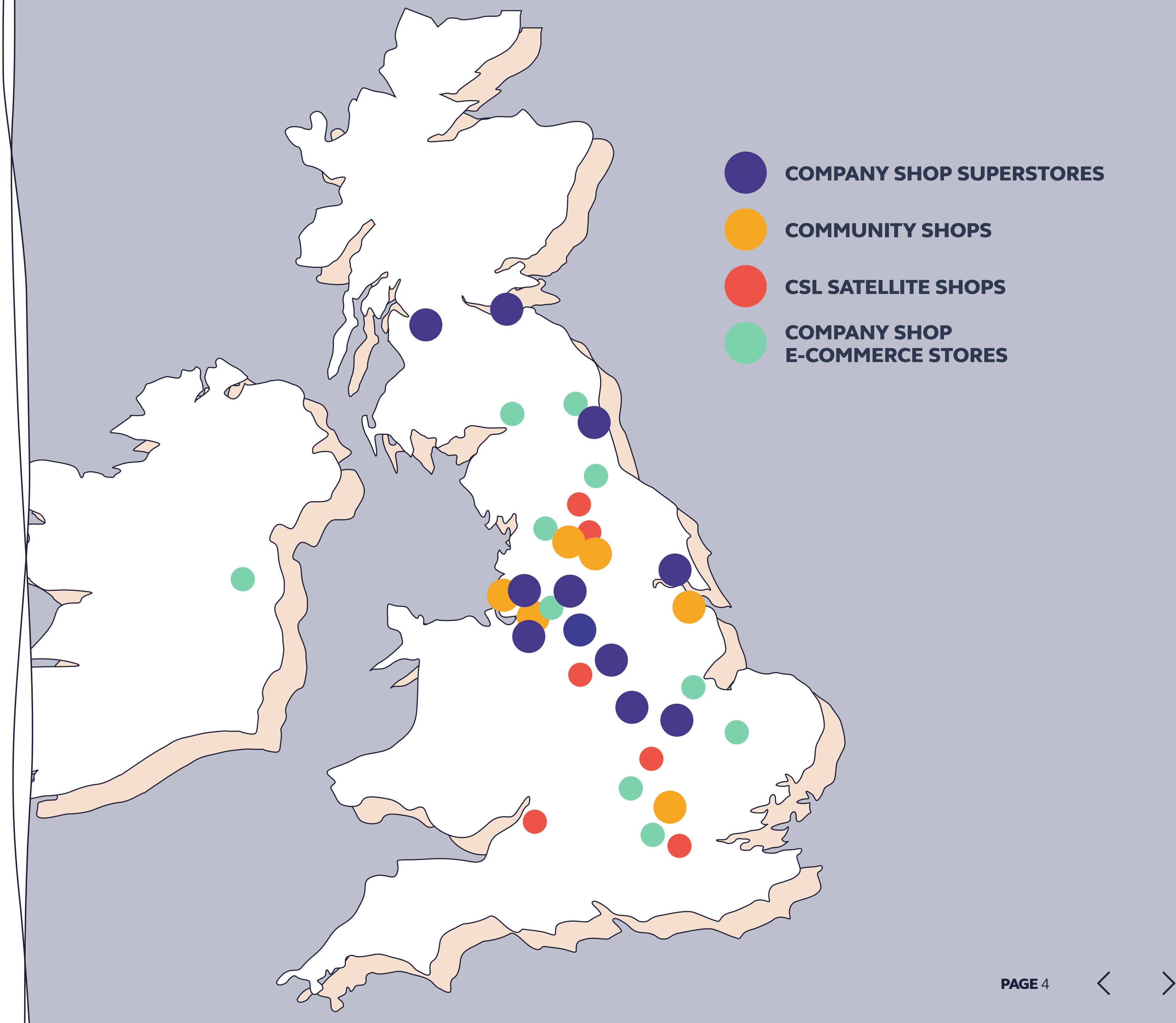
BIG ISN'T ALWAYS BEST, BUT WHEN IT COMES TO REDISTRIBUTING SURPLUS TO MAKE POSITIVE IMPACTS, STRETCH FAMILY BUDGETS FURTHER AND REDUCE UNNECESSARY WASTE, WE DEFINITELY THINK IT IS.

That's why we invested more in our business in 2020 than ever before, opening new stores, welcoming tens of thousands of new members and handling more stock than ever.

“FOR FOUR GENERATIONS, SAMWORTH BROTHERS HAS BEEN ACTING RESPONSIBLY AND DOING THE RIGHT THING. That's why our purpose as a Group is “We do good things with great food.” We want to be a long-term force for good and working with Company Shop Group not only gives us a sustainable redistribution route for our surplus products but also, through membership to their stores, we're able to provide our colleagues with access to discounted products. Our partnership also extends to supporting disadvantaged local communities through food donations and tackling food poverty through collaborative work with local authorities.”

DEBORAH CARLIN, HEAD OF RESPONSIBLE BUSINESS, SAMWORTH BROTHERS

Samworth Brothers
QUALITY FOODS



CAPACITY TO DELIVER.

OUR SECOND DISTRIBUTION CENTRE OPENED IN LEICESTER, ADDING 35,000 SQ FT OF PROCESSING, STORAGE AND DISTRIBUTION CAPACITY TO OUR BUSINESS. THE SITE IS ALSO HOME TO OUR CENTRE OF EXCELLENCE FOR HOME SHOPPING RETURNS, UNLOCKING ADDITIONAL SURPLUS FROM ONLINE RETAIL.

We grew our Company Shop store network by 57%, ending the year with 11 stores. We also opened a new Community Shop in Kirkdale, Liverpool, taking our total to six stores. That’s almost 3km of shelves, chillers and freezers all stocked with perfectly good products for our members.

WE SERVED OVER 200,000 UNIQUE MEMBERS, SAVING THEM A MASSIVE £64M.

Did you know that hundreds of our FMCG partners have staff who are Company Shop members?

IF YOU ARE PART OF THE FMCG SUPPLY CHAIN MAKE SURE THAT YOUR EMPLOYEES ARE NOT MISSING OUT.

CONTACT OUR MEMBERSHIP TEAM HERE TO FIND OUT MORE.

IN 2020...

80M
UNITS
HANDLED

WE SAVED
28,073 TONNES
OF SURPLUS
FROM GOING
TO WASTE

5.7M
NON-FOOD
ITEMS HANDLED

WE PAID OUR PARTNERS
£20.6M
THAT’S OVER £139M
PAID BACK TO INDUSTRY
PARTNERS OVER THE
LAST 10 YEARS!

WATCH OUR JOURNEY
OF A PRODUCT VIDEO



CAPABILITY TO DO MORE.

NEARLY TWO THIRDS OF SURPLUS PRODUCTS THAT WE HANDLE REQUIRE SOME PROCESSING INTERVENTION. OUR UNIQUE OPERATING CAPABILITIES ENSURE WE'RE ABLE TO PROCESS EVEN MORE SURPLUS FOR OUR PARTNERS, IN ALL SORTS OF DIFFERENT WAYS.



DOWNLOAD
THE SURPLUS
MANUAL TO
FIND OUT MORE
ABOUT OUR KEY
CAPABILITIES.

“WE ARE PASSIONATE ABOUT FINDING INNOVATIVE WAYS TO REDUCE FOOD WASTE, THEREFORE WE CONTINUALLY WORK WITH OUR PARTNERS TO FIND SOLUTIONS TO THE PROBLEMS THAT CAUSE IT. THIS OFTEN MEANS FURTHER INVESTMENT IN OUR INDUSTRY-LEADING INFRASTRUCTURE OR CREATING NEW, AGILE WAYS OF WORKING.”

DAVID LENNON, COMMERCIAL DIRECTOR,
COMPANY SHOP GROUP



BOTTLE WASH

Glass bottles can get damaged when they are moved, but we won't let one bad apple cider spoil the rest of the barrel (or case!). Whether it is sticky residues or broken glass that needs removing, we manage these products in a safe and environmentally friendly way, ensuring millions of products that may have gone to waste, end up where they were intended, in the hands of customers.

ALMOST 2.5 MILLION BOTTLES
SORTED AND WASHED IN 2020.

HAVE YOU GOT THE BOTTLE TO STOP PERFECTLY
GOOD PRODUCTS FROM GOING TO WASTE?

FOREIGN BODY DETECTION

We are the only redistributor to use technically advanced X-ray foreign body detection systems. This technology allows us to access large quantities of surplus that often occurs higher up the supply chain, with potential to save thousands of tonnes of stock from going to waste.

OUR X-RAY PROCESSING
SYSTEM CAN HANDLE
2.8KT PER YEAR

RE-PACK

From bulk products to damaged packaging, or even products that haven't quite reached the packaging stage, we can repackage and distribute to a closed member-base who understand what we do.

RELABEL

No label, no problem. Missed ingredient, we've got it covered. We have unparalleled knowledge and in-house technical capabilities for relabelling and experience in handling large and complex surplus products. Every day, we relabel products to meet food safety and legal requirements, meaning even more perfectly good products don't go to waste.

MORE THAN 11 MILLION
ITEMS RELABELLED IN 2020.

FROZEN PROCESSING

We continue to invest in our frozen capabilities, with our new Distribution Centre in Leicester adding significant capacity. We are also the only redistributor who can safely blast freeze short-dated surplus product direct from manufacturers, which extends product life and reduces waste.

DID YOU KNOW WE BLAST
FREEZE UP TO 100 PALLETS
PER WEEK?

BRAND INTEGRITY

We protect your brand as if it's our own. That's why we're trusted by so many partners. Identifying purchase points and full traceability of products to individual members provides our partners with total peace of mind. All of this is carried out to the highest of standards and in 2020 we were proud to be certified against the latest BRC Global Standard for Food Safety (Issue 8: August 2018), achieving an AA grade.



Community Shop

MEANINGFUL IMPACT.

COMMUNITY SHOP IS OUR AWARD-WINNING SOCIAL ENTERPRISE, BUILDING STRONGER INDIVIDUALS AND MORE CONFIDENT COMMUNITIES.

It uses surplus food to do much more than feed those on the cusp of food poverty. It builds confidence, gives people purpose and nurtures stronger communities. Providing its members with vital access to deeply discounted food, as well as life-changing learning and development programmes, Community Shop is a hand up, not a hand out.

Throughout 2020, Community Shop has played an integral role in informing policy and making a measurable difference. We were delighted to contribute to the National Food Strategy research, giving our members the opportunity to talk openly about the pressures of stretched budgets and the challenges in accessing healthy, affordable food choices.

By aligning our practices to the National Food Strategy recommendations, we are proactively levelling up, extending our eligibility and our holiday provision for children and families.

1 IN 5 CHILDREN ARE IN FOOD INSECURITY

LEVELLING UP COMMUNITIES: For families in receipt of FREE school meal vouchers, we invested £1m to double them, meaning families had £180 per child (rather than £90) to spend on children’s meals!

EXTENDING ELIGIBILITY: Where we don’t yet have a Community Shop, we’ve offered eligible community members the option to shop at Company Shop.

HEALTHY HOLIDAYS: We went virtual, meaning even more children could benefit with access to FREE ingredient boxes, virtual cooking sessions and activities that encouraged kids to get active. Children eat FREE in Community Kitchen, all day every day (not just during holidays).

“You recently opened in L4, Walton. I just want to thank you. I admit I had preconceptions about the shop, thought it might be like a food bank, thought it might be scraps of veggies etc. I was embarrassed to sign up if I’m honest. But, I have little hungry mouths and as are many people, especially at the moment, struggling to make ends meet.

You have made all the difference.

With a limited budget and a lot of mum guilt I hated sometimes having to serve up the frozen ‘chicken’ shapes week after week. But you do what you have to do, and with as much pride as you can muster.

Since coming to your shop, almost daily, I have a fridge with Marks and Spencer’s chicken, the baby is coming home from nursery today to fresh raspberries and yoghurt, we will be having organic mince spag bol for tea and a posh cheesecake afterwards! I used to work out how much it would cost before getting to the till, now it’s always so so much less.

Food matters to me, feeding my little one well matters to me. He wanted to try out the lift the other day so we went up to the café, again, me full again of my preconceptions, and he had a good dinner, pudding and a drink (and a natter with your lovely chef) for nothing. The space is clean and respectful, your staff are kind and caring.

I know this email sounds awfully gushy, but we are a society quick to complain when something goes wrong, so I wanted to be the one quick to praise when things go right. And you have got it right. So thank you for being round the corner and helping me to make the very best of what I have.

You really are making a difference.”

COMMUNITY SHOP MEMBER, KIRKDALE

WE’RE VERY PROUD OF WHAT WE HAVE ACHIEVED IN 2020 AND THE POSITIVE IMPACTS THAT WE HAVE MADE. HERE ARE SOME OF OUR HIGHLIGHTS ...

10,000+ MEMBERS SUPPORTED

£212 MEMBERS’ AVERAGE SAVINGS ON FOOD PER MONTH

95% OF MEMBERS STATED THEY WERE EATING MORE HEALTHILY SINCE JOINING COMMUNITY SHOP

WATCH OUR KIRKDALE STORE OPENING VIDEO HERE:



Community Shop

MEANINGFUL
IMPACT.

257,621 ENGAGEMENTS
VIA COMMUNITY SHOP'S
VIRTUAL HUB

94% OF MEMBERS SAID
THEIR QUALITY OF LIFE
IMPROVED SINCE JOINING
COMMUNITY SHOP

89% OF MEMBERS
SAID THEIR SENSE
OF COMMUNITY HAS
IMPROVED SINCE JOINING

74% OF MEMBERS
DEVELOPED GREATER
MENTAL WELLBEING

SINCE COMMUNITY SHOP FIRST
OPENED ITS DOORS, WE'VE
SUPPORTED PEOPLE TO BE THE
BEST VERSION OF THEMSELVES.

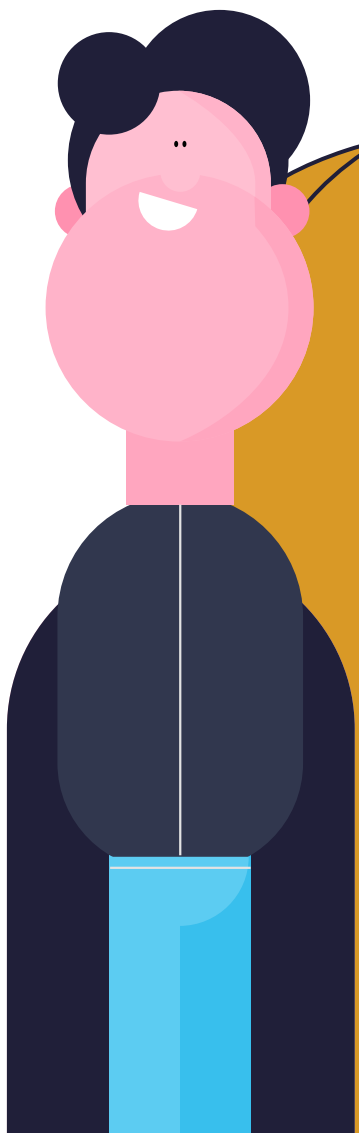
701 MEMBERS
SUPPORTED BACK
INTO EMPLOYMENT

902 MEMBERS MOVED
INTO HIGHER EDUCATION
SINCE JOINING
COMMUNITY SHOP

252 MEMBERS HAVE
COMPLETED WORK
PLACEMENTS



THERE ARE SO MANY STORIES TO TELL
ABOUT HOW WE HELP OUR MEMBERS,
HERE IS JUST ONE OF THEM...



EVERYTHING WE DO IS
POWERED BY SURPLUS.

YOU CAN HELP US TO CONTINUE TO
TRANSFORM LIVES. IF YOU HAVE SURPLUS
STOCK OR COMMUNITY FUNDING AND A
DESIRE TO MAKE A REAL DIFFERENCE, WHY
NOT DONATE IT TO COMMUNITY SHOP?

GET IN TOUCH AT
[SURPLUS@COMPANYSHOPGROUP.CO.UK](mailto:surplus@companyshopgroup.co.uk)
OR GIVE US A CALL ON 0800 211 8484

LEADING THE WAY.



BEING AT THE FOREFRONT OF SUSTAINABILITY FOR FIVE DECADES HAS GIVEN US A PLATFORM TO ACTIVELY CHAMPION REDISTRIBUTION AND SUPPORT OUR INDUSTRY. WHICH IS WHY WE CREATED AND LAUNCHED OUR PIONEERING LUMINARY PROGRAMME.

In 2020, we partnered with Amazon, Bakkavor, Coca-Cola European Partners, Greencore, M&S, Mars, Morrisons, Nestlé, Nomad Foods, Premier Foods, Samworth Brothers, Unilever and Upfield to deliver a step change in intelligent surplus management and mentor future leaders and rising stars across the industry, all committed to delivering the best in sustainable and social business practices.

HEAR WHAT OUR FIRST COHORT OF LUMINARIES HAVE TO SAY...



“THE LUMINARY PROGRAMME IS A REALLY GOOD WAY TO BUILD A MUCH BROADER AWARENESS OF SOME OF THE ISSUES AND IMPACTS OF FOOD WASTE.”

ROB BAILEY, M&S



“I WOULD RECOMMEND THE LUMINARY PROGRAMME BECAUSE YOU GET A NEW INSIGHT AND APPROACH ON HOW TO DEAL WITH FOOD SURPLUS.”

KRISSY POLO-TOLLEY, GREENCORE



“THE LUMINARY PROGRAMME HAS CREATED A PLATFORM THAT SUPPORTS BOTH BUSINESSES AND INDIVIDUALS IN THEIR AMBITION TO REMOVE UNNECESSARY WASTE WITHIN THE SUPPLY CHAIN, HELPING TO DELIVER A MORE SUSTAINABLE FUTURE.”

DR RICHARD SWANNELL FRSA,
INTERNATIONAL ENGAGEMENT DIRECTOR,
WRAP

INTERESTED IN BEING ONE OF TOMORROW’S LEADERS?

GET IN TOUCH TO FIND OUT MORE:
HELLO@LUMINARYPROGRAMME.COM OR
VISIT WWW.LUMINARYPROGRAMME.COM

2020 REPORT CARD.

80M
UNITS
HANDLED.

5.7M
NON-FOOD
ITEMS
HANDLED.



**SECOND
DISTRIBUTION
CENTRE OPENED.**

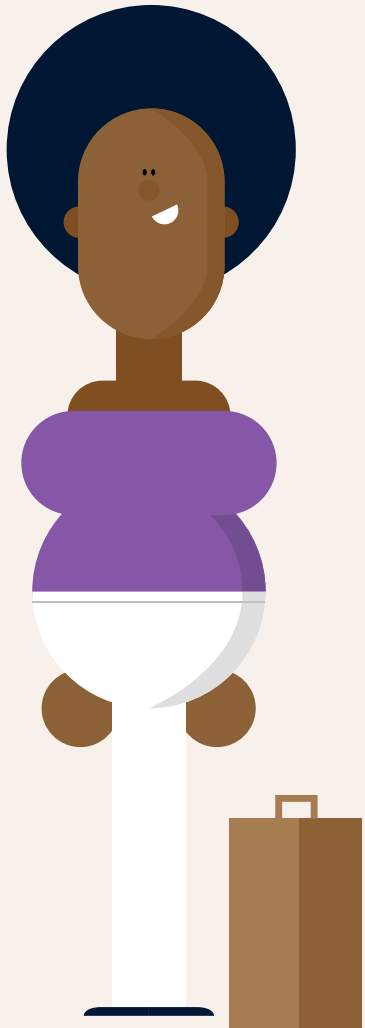
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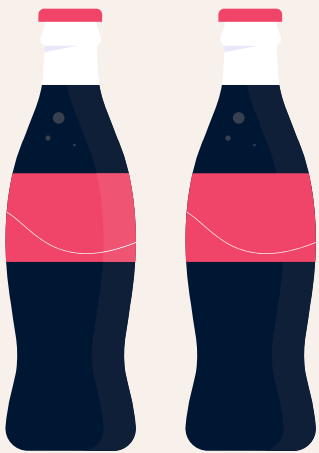
**11 COMPANY
SHOP STORES,
6 COMMUNITY
SHOP STORES.**

**OVER 200,000
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SHOPPED WITH US.**

2020 REPORT CARD.

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X-RAY PROCESSING
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**BLAST FREEZE UP TO
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**BOTTLES
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- 10,000+ MEMBERS SUPPORTED**
- £212 MEMBERS' AVERAGE SAVINGS ON FOOD PER MONTH**
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- 94% OF MEMBERS SAID THEIR QUALITY OF LIFE IMPROVED SINCE JOINING COMMUNITY SHOP**
- 89% OF MEMBERS SAID THEIR SENSE OF COMMUNITY HAS IMPROVED SINCE JOINING**
- 95% OF MEMBERS STATED THEY WERE EATING MORE HEALTHILY SINCE JOINING COMMUNITY SHOP**
- 74% OF MEMBERS DEVELOPED GREATER MENTAL WELLBEING**

**DOWNLOAD THE
COMMUNITY SHOP
IMPACT REPORT
2020 FOR MORE
INFORMATION**



PLAY YOUR PART.

WE'RE VERY PROUD OF THE RESULTS WE HAVE ACHIEVED SO FAR, BUT THERE IS SO MUCH MORE THAT WE CAN ACHIEVE TOGETHER.

We continue to work with hundreds of national and international partners to help them rethink waste and unlock the potential from surplus stock.

By working with us, we can turn your surplus stock into an asset for business, a benefit for the planet and a force for good in communities everywhere.



“AS PART OF THE BIFFA FAMILY, WE ARE COMMITTED TO SEEKING INNOVATIVE SOLUTIONS THAT WILL UNLOCK MORE SURPLUS AND CREATE A CIRCULAR ECONOMY THAT SIGNIFICANTLY CONTRIBUTES TO WASTE REDUCTION.”

**STEPH MCGINTY,
GROUP MANAGING DIRECTOR,
COMPANY SHOP GROUP**



**OUR EXPERT TEAM IS
HERE TO HELP YOU.**

**CALL US TODAY ON
0800 211 8484 OR EMAIL US AT
SURPLUS@COMPANYSHOPGROUP.CO.UK**

**COMPANY
SHOP
GROUP**

**IF YOU CAN EAT IT, USE IT OR WEAR
IT, WE CAN HANDLE IT! TALK TO OUR
SURPLUS EXPERTS TO FIND OUT HOW
WE CAN HELP YOU.**

CALL US TODAY ON 0800 211 84 84

surplus@companyshopgroup.co.uk
companyshopgroup.co.uk

