



Corporate Responsibility Report





foreword

a message from our ceo

At Bestway Batleys Foodservice we are extremely proud of our record in corporate and social responsibility which dates back to the company's inception in 1976. Although the trading landscape has changed dramatically since then, our commitment to staff, customers, suppliers and those less fortunate has never wavered.

Being a responsible wholesaler means having respect for everyone that comes into contact with our business. This involves listening to them and learning from them. It also means responding to their concerns, being honest and open in our dealings with them and showing transparency and fairness in the reporting of our performance and results.

As a company we have invested significantly to reduce our carbon footprint, promote sustainability and lessen the environmental impact of our businesses.

We are also determined to contribute to the communities in which we operate, committed to fostering long-term relationships which enrich the lives of our communities and aim to work in partnership with local community and interest groups.

We believe that we are responsible and resolute in promoting and delivering a sector-leading CSR programme which reflects the senior management's commitment to the very highest standards of integrity and ethical conduct.

Zameer Choudrey BA (Hons), FCA
Group CEO

contents

Our company	4
A brief history of our company	
Our values	6
An overview of our corporate responsibility principles	
Workplace Report	8
How we treat our employees	
Supplier Report	20
Dealings with our supply chain	
Customer Report	28
How we treat our customers	
Environment Report	34
Our commitment to help protect our planet	
Food Health Report	40
Supporting initiatives to help improve public health	
Community Report	42
Supporting communities in the UK and abroad through charitable projects and donations	



our company

Bestway Wholesale was formed in 1976 by its founder Sir Anwar Pervez. It has since grown to become a global group of companies, Bestway (Holdings) Limited, with revenues of £3.7 billion and over 32,500 employees.

In addition to the group's wholesale and foodservice businesses, the group's activities now include retail pharmacy, cement manufacture, banking and property development with a presence in four continents.

This document deals primarily with the original UK wholesale foods segment of the group. The timeline is a brief documentation of a much bigger story.



1976

Sir Anwar Pervez establishes Bestway's first wholesale warehouse in Acton, West London.

Within 18 months £12 million turnover achieved.

1981-1984

Second depot opens in Southall, followed by further depots in Hackney and Park Royal - Europe's largest cash & carry.

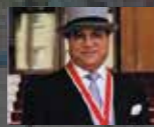
In 1984 Group launches MAP trading, a specialist ethnic foods importer and marketing company.

1987

Bestway establishes the Bestway Foundation. Each year the Group contributes approx 2.5% of its profit to help support its numerous charities and community initiatives across the UK. (Over £13.44m in the UK to date). A sister organisation was established in Pakistan in 1997, following the success of its UK counterpart.

1992

Founder Sir Anwar Pervez receives knighthood for his contribution to the wholesale food industry.



1995

The group sets up its first cement plant in Hattar, in the KP Province of Pakistan.

Bestway stages the first of its Royal Ascot Charity Race Day, an annual event which has raised funds for many causes including: National Hospital Development Fund, Princes Trust, Great Ormond St Hospital Charity, Barnardos, President of Pakistan Earthquake Relief Fund, Crimestoppers, Save the Children's Fund, Duke of Edinburgh's Awards, SportsAid, Age Concern, The Macmillan Fund.

2001

Bestway launches a food delivery and distribution service - Bestway Direct.



2002

The Group launches Best-one, its convenience store symbol group for independent retailers.

Bestway successfully bids for a controlling share in United Bank Limited (UBL). The bank has since transformed itself from a loss-making static public sector entity into a profitable dynamic private enterprise.



2005

Bestway honoured with the 'Social Responsibility Award' at the JP Morgan 2005 Family Business Honours in recognition of demonstrating excellent standards of philanthropy and good citizenship.

Bestway receives The Grocer magazine 'Best Wholesaler Award'.

Group acquires Batley's plc, adding 22 further cash & carry depots to the business.



2006

Bestway Foundation receives 'Sitra-e-Essar' award from the President of Pakistan in recognition of donations made to assist in the rehabilitation and reconstruction following the October 2005 earthquake.



2007-2011

The group opens a further 34 Bestway Cash & Carry depots across the UK.

In 2010 the Bestway Foundation donates Rs.5 million to assist relief efforts following the devastation caused by floods in Pakistan.

In the same year The Group awarded the Eastern Eye 'Asian Business of the Year' Award.

2011 awarded Retail Industry Awards special 'Outstanding Achievement Award', for its contribution to the development of the British independent retail sector.



2012/13

Bestway receives the coveted 'Queens Award for Enterprise: International Trade 2012' in recognition of its outstanding success as one of the UK's leading performers in food exports.

Also in 2012, the Foundation was awarded Silver standard status by the Duke of Edinburgh's Award programme, a scheme which Sir Anwar Pervez has supported since becoming a Charter Member in 1995.

Bestway Foundation announces partnership with The University of Bradford to fund annual scholarships with a pledge of £500k.

This brings the total of grants and scholarships awarded by Bestway Foundation UK to over £2.16 million.



2014

Bestway completes the takeover of Sher Bros C&C to create the first dual branded Bestway Batleys depot in Glasgow.

In October the group acquires the Co-operative pharmacy business and its 780 stores for £620m with a commitment to invest an additional £200m over the next five years.

The group is awarded Gold Status by the Duke of Edinburgh Awards scheme in recognition of its continued support for the charitable trust.

Investors in People (IIP) present the group with the IIP Bronze award. This award is achieved by just 5% of all recognised IIP organisations in the UK.

In October, Bestway Wholesale receives two major awards; FWD Gold Medal Award for Service to Retail and HIM! Award for Availability.



2015

Bestway becomes a Silver 'Food for Good' sponsor for 2015 working with Farm Africa to alleviate poverty and hunger in Africa by empowering local farming communities to provide their own sustainable solutions to hunger and poverty.

The group moves to rebrand all Co-op pharmacies to Well Pharmacy post takeover in 2014.

The Bestway Foundation announces £1.1m scholarship programme with Oxford University.

Bestway Wholesale is presented with two Grocer Gold Awards; Technology Supplier of the Year and Business Initiative of the Year.

Bestway Batleys Foodservice is awarded two accolades at the Scottish Excel Awards; Cost Service Excellence Award and the Overall Winner in Customer Service Excellence.

our values



Bestway Batleys Foodservice realises that we operate in a people industry and that respect for staff, customers and suppliers is an integral part of how we do business and fundamental to our future success.



As part of our workplace evaluation we asked everyone throughout our business to outline the values that they perceived to be important to the company.



Over a twelve month consultation period, six key values emerged which now form part of our staff performance and assessment criteria.

Our six core values are

Customer focus: We are passionate about meeting and exceeding customer needs

Communication: We believe in open, honest and frequent communication

Teamwork: We work together for the benefit of the team and business

Delivering results: We are focused on achieving business objectives

Integrity: We can be relied upon to act with honesty and integrity

Leadership: We encourage and inspire people to be the best they can be

These core values define the way we operate as a business, underpin our relationships with stakeholders and form the basis of our social and ethical charter.

In the workplace



We treat our colleagues fairly and respectfully
We value their opinions and ideas
We provide learning opportunities and support
We recognise and reward good performance
We provide a healthy and safe working environment

Supplier dealings



We support local and small suppliers.
We are fair, open and honest in all our dealings with our suppliers.
We practice due diligence in only selecting suppliers with lawful, fair and responsible business practices.
We regularly engage with suppliers to promote mutually beneficial business strategies.

Customer dealings



We are passionate about providing excellent products and levels of service.
We regularly monitor our product range and services to ensure we evolve and improve to meet our customers changing needs.
We engage with, and provide training for our customers, to improve the performance of their businesses.

The environment



We are committed to improving our environmental performance and integrating environmental best practice policies into all our business operations.

We regularly review our environmental policy and those of our suppliers and business associates.

Food health



We aim to work in partnership with government, suppliers and our customers towards improving the health of the wider public in the UK, through the nutritional quality of the products we supply.

Working in the community



We provide donations and support to charities and organisations who help disadvantaged people, in the UK and overseas.

We promote community engagement amongst our workforce and our customers and suppliers.

We are committed to funding and improving educational standards and opportunities.

our line management charter



It is essential that all our managers demonstrate understanding and a willingness to actively promote our values and behaviours.

These values and behaviours are used as a key measure in the group's performance and development review process which is a key element of each individual manager's annual appraisal.

Our line management charter states that management must:

Show integrity and ethical management.

Be trusted and relied upon to act honestly and with integrity.
Treat everyone with respect and behave consistently towards colleagues, external customers and suppliers.
Be loyal to the company and its principles.
Accept responsibility for their work and decisions.
Encourage and credit deserving parties and not take credit for the work of others.

Promote teamwork

Encourage collaboration and teamwork for the benefit of the team and business.
Develop positive and productive relationships around the business.
Be open to developing ideas and solutions jointly with others.
Promote a strong sense of inclusion, team spirit and co-operation.
Accept responsibility for own and team's actions.
Support others when required.

Be results driven

Focus on achieving business objectives
Prioritise tasks, efforts and activities to achieve maximum results.
Manage projects/tasks successfully from inception to delivery.
Aim high in order to exceed expectations/set standards for others.

Communicate

Communicate clearly with others in an open and honest way.
Promote an exchange of communication across the department and throughout the business.
Demonstrate understanding through active listening, showing respect for views and perspectives different from own.
Encourage plain, jargon-free language so that objectives and tasks are easily understood by all.



Use appropriate channels of communication including new technologies.
State own views clearly and convey information that is easily understood by all.

Leadership

Encourage and inspire people to be the best they can be.
Generate energy and enthusiasm in others in order to achieve worthwhile goals.
Involve others and encourages full participation celebrating individual

and team successes.
Ensure that everyone knows their contribution towards goals and deadlines.
Show trust in the abilities of others and delegates effectively.
Treat everyone with fairness, dignity and respect.
Make sure that people have the support they need to realise their aspirations and achieve their full potential.
Review and reassess plans and priorities on a regular basis.
Remain calm, professional and

focused, acting as a role model in difficult situations.
Create a broad pool of talent to meet future business needs.
Use innovative & flexible approaches to meet learning and development needs including support for professional qualifications.
Develop successors by accurately assessing the strengths and weaknesses of others.





Investors in People is a globally-recognised scheme which awards well-run organisations, which demonstrate good management practice with a high emphasis on best practice people management and development.

The IIP scheme's three fundamental principles are:

Plan - developing strategies to improve the performance of the organisation, from business goals to leadership strategies;

Do - implementing those strategies, taking action to improve the performance of the organisation;

Review - evaluating and adjusting those strategies, measuring their impact on the performance of the organisation.



In 2014 Bestway Batleys Foodservice was awarded the IIP Bronze Award. The Bronze award is achieved by just five per cent of Investors in People recognised organisations in the UK. Recipients of the Bronze award go beyond the minimum requirements and demonstrate an additional 26 or more pieces of evidence needed to achieve the Investors in People core Standard.

John Telfer, Managing Director of Investors in People South, said: "Being presented with the Bronze award is a well deserved achievement for The Bestway Group."

"I would like to congratulate the organisation and its people on their commitment to continuous improvement, and encourage other businesses to learn from their

fantastic example." "Research shows that organisations of any type and size that adopt a comprehensive approach to people development perform better than those without, indicated by higher gross profits per employee, higher profit margins and higher productivity. Companies that have achieved the Investors in People Standard also have higher levels of trust, co-operation and commitment than their competitors."

At Bestway Batleys Foodservice, we believe that our business performance depends upon the commitment, determination and creativity of our people. For this reason we encourage the continuous development of employees through comprehensive training programmes.

Every year more than 1,000 employees take part in over 100 in-house courses held at our training centres in London, Bristol, Coventry and Manchester.

These courses cover subjects such

as Customer Service, Health and Safety, Selling Skills and Information Technology.

All employees are also encouraged to attain externally recognised qualifications.

Throughout the last 12 months, over 1200 staff worked towards NVQ and nearly 1000 have studied for basic skills such as literacy and numeracy.

Senior leaders have also been enrolled on courses with the IGD to keep abreast of current practises, insight and legislation regarding their

chosen industry sectors. We are also continuing with our acclaimed in-house Leadership Development Programme. Each depot has a dedicated learning co-ordinator to ensure key messages and skills are delivered throughout the group.



Bestway forward - The 8 steps to success





At Bestway Batleys Foodservice, we believe that our business performance depends upon the quality of our people.

Personnel receive training through First4skills our national training provider including:

- NVQ's (Apprentices) Levels 2 and 3 in Retail, Warehousing, Customer Service, Administration, Team Leading and Management.
- All our Deputy Manager have gained their P.T.L.L.S qualification
- Placed Apprentices: This gives school leavers who have not secured a job or further education an opportunity to gain work experience whilst gaining a qualification (12 month contracts).

As part of our commitment to the local community we are able to support nominated local schools through our placed apprentice scheme and work experience programs working with First4skills.

I have learned many skills in my time as an apprentice, including the importance and consequence of checking goods inwards and outwards, time keeping, till operating, teamwork and the value of customer service. After visiting each department my overall knowledge of the stock has increased ten fold, and I feel that I am a valued member of the team.

This experience has been brilliant for me as I have gained a full time job in a place that I am more than happy to work in.

Corey Hyde
Batleys Exeter Depot



My apprenticeship gave me the opportunity to get some good practical experience in a working environment. This also got me off the job seeker scheme. I was shown lots of different jobs on different departments, and from this I was able to gain full time employment with Batleys. I am now a picker on the Food Service Delivery Team

Danny Lowther
Batleys Newcastle Depot



First4Skills have worked with Batleys for over 9 years, working to ensure that learning and development is ongoing within their business, and that all employees are equally treated and supported in their work. This successful partnership has allowed Batleys a route to harness fresh new talent and has ensured that the employees have the practical skills and qualifications the business needs. First4Skills have found Batleys employees to be eager, motivated and committed and will go the extra mile in providing the best possible service to their customers.

Claire Green, Batleys Account Director
First4Skills



The Values Champion Awards are presented to the colleague in each location who has lived one or more of the values during the previous month. The depot management teams monitor all their personnel and record their findings on a purpose-made nomination sheet making the process fair, transparent and consistent. The winners each month are presented with an award certificate and £50 worth of depot stock. Pictured right are just a few of our recent winners.

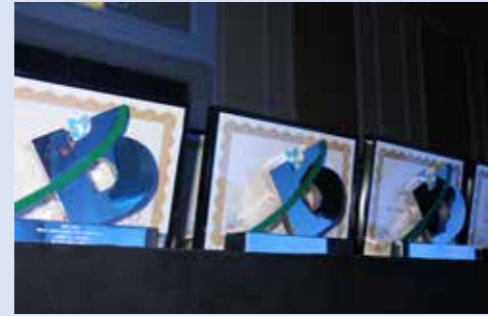


performance awards

The Bestway Performance Awards is an annual ceremony held at the prestigious Marriott Hotel in Grosvenor Square, London which recognises the achievements of Bestway and Batleys staff across a host of sectors including own-label, catering and export sales as well as rewarding staff and departments at head office level. The winners are crowned after scrutiny of a set of selected criteria and detailed input from supplier partners.



Bestway Batleys Foodservice depot staff, managers, suppliers and head office departmental personnel gather to acknowledge the contribution of individuals within the group who have excelled by driving growth in their respective areas.



In addition to internal awards, there are two awards handed out to supplier partners voted by Bestway Batleys Foodservice depot staff for their commitment and service to our business.

In all fifteen awards are presented which not only reward outstanding achievement but also act as a spur to individuals and teams to continue to maintain the exacting standards that the group's senior management expect and ensure that the Bestway group continues to meet the needs of both our customers and suppliers.

internal conference



The group believes that employees should be updated regularly with news regarding the company so that they can gain insight into the progression of the company and also appreciate goings-ons outside their own departments.

In addition to weekly newsletters and regular internal communications emails, the group also organises a group conference to present the company's vision and strategy and gain feedback from employees.

The Forest of Arden provided a relaxed setting and colleagues were invited to attend from all parts of the UK with over 500 staff in attendance. The groups strategy was then sent to team leaders who attended to disseminate the content among staff.

Invaluable feedback is also gained through these sessions and plays a major part in the development and enhancement of company policies, procedures and business strategies.



health and safety

The promotion of Health and Safety is a prime objective within Bestway Batleys Foodservice where we are committed to maintaining and improving the health, safety and welfare of our employees, customers and visitors. We recognise that it is vital that we look after our staff and customers by making sure that they have a safe place to work and shop and ensure that resources are set aside to implement such measures.

We are committed to providing appropriate information, training, instruction and supervision to enable employees to perform their work safely and efficiently. We have safety committees within all branches that meet on a regular basis and undertake unannounced safety audits from Head Office every six months to ensure compliance with our safety policies.

We monitor and investigate all accidents within the branches and have targets and objectives to reduce these incidents and raise awareness throughout the group.

Regular safety briefings are circulated throughout the organisation and all employees are trained to ensure they are aware of their safety responsibilities encouraging them to take positive

action to protect themselves and others within the workplace.

The group has achieved the internationally recognised OHSAS 18001 standard for occupational health and safety management systems. It is widely seen as the worlds most recognised safety management systems standards and is used to promote a positive safety environment for all. The Groups Safety Controller states that "We are committed to maintaining and increasing the safety awareness of all employees and visitors to our sites, delivering training and increasing the communication network to ensure the workplace is a safe environment".



social events and activities

workplace report



We believe that it is important that staff and colleagues socialise and mix with each other outside of normal work hours and get to know each other on a number of levels. In addition to each depot having a social committee which meets every 6-8 weeks, head office also plans and organises a number of events to foster greater engagement between staff, both on and off site.

The company hosts horse racing days at Ascot and Musselburgh, golf tournaments, clay pigeon shoots with other sporting and non-sporting activities planned for 2015.

We operate a number of cricket and football teams which regularly play each other and also organise competitions with supplier and customer teams.

Again employee input is important and staff members are canvassed for ideas and suggestions as to how we can improve our calendar of social events and activities.



on site staff facilities

As part of the group's holistic approach we seek to provide on-site facilities to promote health and well-being amongst our colleagues.

These include free gym and exercise facilities, and games rooms as well as state-of-the-art staff restaurants which provide subsidised meals with a healthy bias option.



opinions matter employee survey

workplace
report



62%

The company tries to make my job as interesting and varied as possible

68%

I feel I am paid fairly for the work I do

62%

I believe the company always tries to promote from within

80%

I believe my recent appraisal has been useful to me

79%

I'm satisfied with the level of communication in the company

78%

I believe that I have learned new skills since joining Bestway

78%

When I get up in the morning I really look forward to going to work

75%

I trust the company to keep its promises to me

72%

I think I have the right balance between life and work



supplier report

Dealings with our supply chain

The success we have achieved over the years would not have been possible without the support of our supplier partners. We seek to establish mutually beneficial relationships with all our suppliers, and encourage them to match our high standards in respect of quality, working conditions, trading practices, health and safety and environmental protection.

We work closely with them to keep them up to date with the changing concerns that may arise in an open manner.

With regards to our own label products all suppliers (regardless of certification status) are required to undergo and pass an independent due-diligence and technical

inspection by Bestway Batleys Foodservice authorised technical representatives- MNGP Technologies Ltd in consultation with our Group Safety Controller. All our manufacturing sites are requested to provide a certificate of Food Safety to BRC Global Standard or equivalent.



supplier accreditation



The BRC (British Retail Consortium) Global Standards are a leading safety and quality certification programme used throughout the world. The standards facilitate the standardisation of quality, safety, operational criteria and manufacturers' fulfilment of legal obligations. They also help provide protection to the consumer. We are very familiar with this rigorous standard and have expert knowledge within the organisation helping us to achieve the BRC Global Standard for storage and distribution within our own organisation.

Additionally all individual own label products have a detailed product specification which outlines for example the product ingredients, nutritional information and allergens.

These are then subject to a thorough analytical regime prior to any product being approved. A thorough due diligence programme is then maintained.

supplier report



Bestway Batleys Foodservice ensures its own brand suppliers are registered on Sedex - which offers a system for collecting and analysing information on ethical and responsible business practices in the supply chain.

supporting suppliers locally...

Much of the meat and produce sold at Bestway Batleys Foodservice is sourced locally, farm assured and fully traceable. The group can also supply halal and organic meat. Bestway Batleys Foodservice working in partnership with its suppliers and customers is dedicated to the continuous improvement and development of products and sources to meet the demands of an increasingly sophisticated market.

Our team of fresh produce buyers work closely with British growers to offer local produce when in season, whilst our technologists assist local growers in maintaining BRC, GLOBAL GAP and Assured Crop status



...and abroad

supplier report



Our aim is to provide a world-class service in the supply and distribution of imported fresh produce. We aim to be at the forefront of technology and ensure our network of suppliers are continuously investing in research and development for example:

- Ripening of fruits
- Non-destructive testing for ripened products
- Automated packing and labelling
- Packaging
- Variety of selection
- Growing trials

Our highly trained and competent team of technologists focus on:

- Food safety
- Quality control
- Global supplier development
- Managing a comprehensive auditing programme of our supply base
- Ensuring full traceability from farm to consumer
- Ensuring full HACCP (Hazard Analysis and Critical Control Points)



- Food technology
- New product development
- Transferring best practice, technology and quality systems to suppliers
- Assisting growers in maintaining BRC, GLOBAL GAP and Assured Crop status
- Ensuring suppliers compliance with environmental and ethical trading policies

supplier conference and depot days

Suppliers have the products, the insights and the innovation. We have the infrastructure, the expertise, and the know-how. Together, through collaboration, we have the opportunity to make an unbeatable team.

In 2014 the group held its inaugural Supplier Conference at the prestigious Ascot racecourse as the group involved stakeholders across all channels of the business. The Bestway Batleys annual supplier conference offers us as a group the opportunity to share our vision with our supplier partners and work together to give customers the best possible deals and service.

It is also important that we offer suppliers the opportunity to engage with our foodservice customers and regularly hold depot days where we bring together suppliers, senior management, customers and staff to stimulate additional business. The mutual understanding of each others businesses derived from these sessions has delivered incremental sales for Bestway Batleys Foodservice and our supplier partners.



supplier awards

Bestway Batleys Foodservice continues to work as closely as possible with its suppliers, constantly monitoring performance and sharing new ideas and innovations. The group honours its suppliers with annual awards which are presented to those suppliers who have demonstrated the best attitude, support and service levels with an innovative approach.

The event is held at London's Marriott Grosvenor Square Hotel and hosted each year by leading comedians including Sean Lock, Omid Djalili, Jimmy Carr, Michael McIntyre, Ronnie Corbett, Bill Bailey and Shappi Khorsandi.



supplier
report



supplier survey

A supplier survey is conducted every two years to seek feedback and to review our performance with them. Our aim is to improve upon our current 80% overall satisfaction level.

The following statements are a selection of manufacturer's own comments following our latest supplier survey,

Manufacturers were asked their general views in summarizing their dealings with the group.

They are a very good company to work with, they are the gentleman of the wholesale sector

They are very engaging towards us as a supplier, they work really well and all their depot managers are very receptive to us as individuals.

The access we have to the personnel is a strong point of theirs. We have a number of different touch points within their business

In our limited experience of working with Bestway they come across as being very open, trustworthy and accommodating and they want to work with us.

Bestway are great people to do business with and they deliver on all of their promises.

They are more aware and are building that proposition for different elements of the catering customer base.

They do not treat everybody as a caterer but recognising there are lots of different environments within that broad catering space

They drive a hard bargain but they constantly deliver on what they say they will deliver upon

Overall it is a positive working relationship that we have. We have great connections there and we can have access to them any time and likewise them to us.

In terms of execution, Bestway have got the busiest looking depots in the business. They have clean depots, there are not too many messages.

They are open-minded, they are action-oriented and they are willing to take a few risks.

The lines of communication are such that you can get things done very quickly.

Bestway has been good with resolving invoice and payment issues. As long as the information is there then they always have been able to help.

They are aware of exactly who their customer are and put clear strategies in place for each of their customer sets.

They are a very honourable company to deal with and treat you with the utmost respect.

supplier report





customer report



the best service for foodservice

customer report

The primary purpose of Bestway Batleys Foodservice is to supply our customers with high quality products and services, to enable them to succeed in a challenging market-place. To facilitate this, the group has distinct strategies for each sector in which it operates.

Although price will always be a key consideration, and we are extremely competitive due to our £2.5bn spending power, we are extremely proud that we have put in place key initiatives on availability, service levels, product range and customer support which the following pages will guide you through.

We realise that our standards must be exemplary, and to achieve this we have installed a Quality Management System to meet ISO 9001:2008. To comply with the requirements of these international standards and to maintain the effectiveness of the system, our quality policy and



associated objectives are continually monitored and evaluated for suitability and performance. A third party certification body provides independent confirmation that our quality systems are in place and working effectively throughout the group.

Bestway Batleys Foodservice was launched in 2013 as the group made good to deliver on foodservice being a growth pillar for the business. A new 24hr web ordering platform, branded vehicle fleet and upweighted sales and management team accompanied the launch.

BBF now has a network of seventeen foodservice hubs stretching from Aberdeen to Plymouth and offers foodservice customers a complete solution for their foodservice needs. Each depot has a dedicated fresh meat and butchery department with skilled butchery staff to cut meat to individual caterer requirements while the Drinks Express provides a one-stop-shop for alcoholic and soft drinks deliveries.

With over 10,000 catering specific lines covering chilled, frozen, ambient and non-food, customers are now seeing the benefit of centralising their purchasing. In addition the group operates a Price Hold Guarantee that fixes prices for a two-month



period to help caterers budget and menu-plan.

The group is leading the way in transparency of its food standards and also recently introduced an online menu planning service for catering customers with the additional benefit of an Allergen Analyser tool which helps chefs and caterers identify any allergens in products that they use in their recipes.

An expanded head-office and field sales team has given greater clarity for the foodservice range on offer so that we have the right products in the correct formats at the best prices time after time.





catering for private companies

...and local authorities

Bestway Batleys Foodservice provides a vast range of quality products for all business types, large and small including.

- Pubs and bars
- Cafes and sandwich shops
- Restaurants
- Hotels
- Mobile and event caterers
- Care homes
- Health and sports clubs
- Education

The group recognises that businesses need to plan their menu input costs, and manage cash flow. Therefore we operate a 'Price Hold Guarantee' on the prices of over 150 products that are important to catering customers, across butchery, chilled, frozen, ambient and non-food categories. These prices are held for a sustained period of time with no need to bulk buy.



Bestway Batleys Foodservice delivers to over a thousand contracted businesses and public sector organisations from care homes and hotels to schools and prisons, from single site to large multi-site operations.

Dedicated contracts sales managers help customers to develop a foodservice solution tailored to their specific needs and requirements with range, service, price and reliability being the key focus.



Above: Steve Irons, Senior Contracts Manager at BBF with his brace of trophies at the Scotland Excel Supplier Excellence Awards

In June 2015, Bestway Batleys Foodservice was awarded the top accolade, Excellence in Customer Service, at the Scotland Excel Supplier Excellence Awards which highlight consistency, innovation and excellence demonstrated by suppliers in their delivery of public services across Scotland. In addition to the top award, BBF also scooped the Cost Saving Excellence Award capping a sensational performance.





case studies: LACA and NEPO

opinions matter: contract caterers



LACA is the Lead Association for Catering in Education and represents the School Food Industry works across twelve UK regions to maintain high standards in the school catering service.

Bestway Batleys Foodservice works closely with LACA and its members to ensure that we make a major contribution to the health of future generations.

In 2014 Bestway Batleys Foodservice driver, Charlie Ross was presented with the Supplier Employee of the Year Award at the North East & Scotland LACA Awards dinner demonstrating our commitment to delivering the best possible products and services to the School Food industry.



The North East Procurement Organisation (NEPO) undertakes high-value procurement in major strategic areas of spend on behalf of the twelve north east English local authorities and a range of associate members. The organisation's key objective is to procure quality services including foodservice, whilst delivering significant savings to the north east public sector.

When Nepo faced a supplies crisis in 2012 Bestway Batleys Foodservice was able to supply foodservice products for the region's schools at short notice.

Since then the group has been awarded the official contract and has continued to supply all the schools in the region.

Due to the collapse of our main supplier our members had a real problem sourcing stock for all 380 schools in the group. Thankfully, Batleys Foodservice were able to pick things up quickly and ensure supplies remained unaffected. After a short trial period, Stockton, Gateshead, Hartlepool, Redcar and Middlesbrough Councils had awarded their grocery contract to Batleys. Since the contract award, we have been very happy with the service, availability, and the speed in which they deal with any issues. Overall, we have been delighted to partner with Batleys Foodservice in the supply of food and drink to our members.

Emma Pallister, Procurement Officer
North East Procurement Organisation (NEPO)

"Having never dealt with Batleys Foodservice in the past, I was very pleasantly surprised when I received their tender documents to supply Glasgow City Council (Cordia).

After a thorough evaluation project, including face to face meeting with the senior team at Batleys, we decided to award them the contract. After 10 months, we are delighted with their service, their professionalism and overall ability to supply all 235 units within our group.

Ryan O'Neil
Procurement Manager Cordia (Glasgow City Council)

Having never dealt with Batleys Foodservice in the past, I was very pleasantly surprised when I received their tender documents to supply Glasgow City.

Rory Shannon, Birmingham University

Bestway Batleys Foodservice fully understood both the tender and our needs as a local authority. Pricing will always be a key consideration in the process; however as a council we were impressed by the professionalism and willingness to work as a partner – rather than just a supplier – that the BBF team demonstrated. I am sure that this partnership will provide the council with greater synergies and enhanced service levels.

Norman Catto, Midlothian Council

Bestway Batleys Foodservice has identified a number of key goals to measure success against in order to minimize the environmental impacts of its business operations.

environment report

Our commitment to help protect the planet

We are committed to:

- Improve our environmental performance and integrate, where feasible, recognised environmental management best practice into our business operations
- Improve the efficient use of resources
- Manage waste generated from our business operations with the aim of reducing waste landfill and encouraging the re-use and recycling of waste
- Give due consideration to environmental issues and energy performance in the acquisition, design, refurbishment, location and use of buildings
- Ensure environmental criteria, including climate change, are taken into account in the procurement of goods and services, where practical
- Work together with our employees, customers, suppliers and any other business associates to promote improved environmental performance
- Review our environmental policy regularly

recertification



The Bestway Batleys Foodservice Group has been recertified under the Carbon Trust Standard for achieving further reduction in carbon emissions over the last two years.

Notwithstanding the growth of our UK business, the effectiveness of our energy efficiency strategy has improved, resulting in an average reduction of 5.6% since our last assessment.

To achieve the Carbon Trust Standard, foodservice organisations must demonstrate a commitment to good carbon management practices and reductions in their emissions from their onsite use of gas and electricity over a 3 year period.

The recertification process is more robust, demanding a greater focus on not only maintaining the commitment to emission reduction from onsite electricity and gas usage, but also from fuel used for transport and business miles.

The group has achieved these savings through investment in a number of energy efficiency initiatives:

- Over £7million invested in lighting and refrigeration upgrades
- Introduction of solar panels in depots to reduce emissions and improve running costs
- Reducing emissions from our transport fleet including delivery vehicles and car fleet
- LED lighting trials in a number of depots to reduce power consumption

“We are delighted to be recognised for our continued effort to reduce emissions by the Carbon Trust. We achieved this by engaging all our staff through training and awareness programmes, actively monitoring and managing energy use, and making significant investments in energy efficient designs, plant and equipment.

We also work with our customers to help them reduce their environmental impact by providing waste cooking oil, cardboard and a plastic recycling service. We will continue our ambitious plan to improve efficiency and reduce our carbon footprint by a further 10% in the next three years.”

Zahir Fazaldin
Group Property and Transport Controller



energy consumption savings

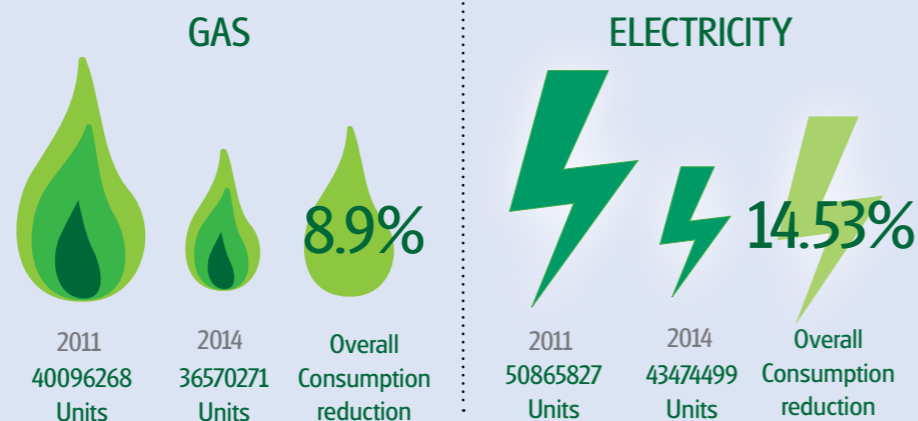
logistics

The Bestway Group has achieved a significant absolute reduction in its Carbon Footprint of around 22% since 2011. This reduction is even more remarkable as the group has added two new depots (Team Valley and Glasgow), the expansion of our Coventry depot and the construction of a new chilled distribution centre also in Coventry during this period.

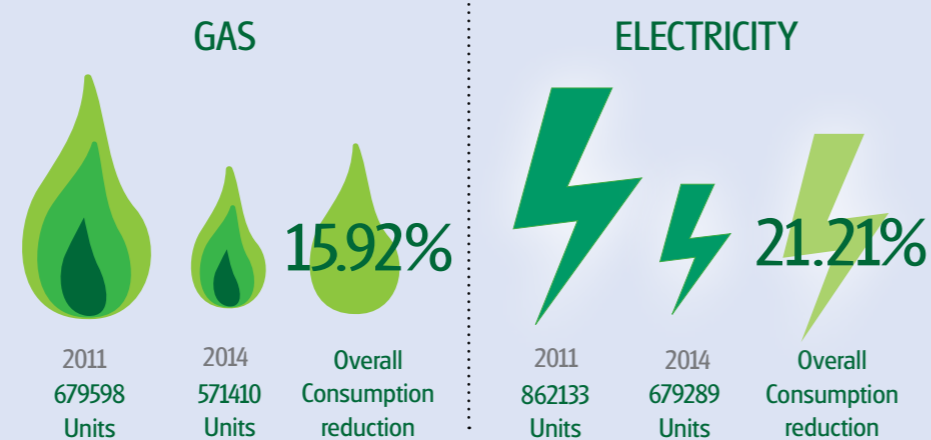
The decline in the group's overall Carbon Footprint has been reached without any reduction of operational assets and with an increase in financial performance.

The result are due to an increased focus on reducing the consumption of primary energy – electricity and gas – throughout the groups operations by over 14% and 9% respectively.

Energy consumption/units across the Bestway Group



Average consumption per site*



* Comparison based on total energy consumption across 61 sites in 2011 versus 64 sites in 2014

Bestway Batleys Foodservice has placed a large investment in our low carbon vehicle policy to ensure all our fleet are as efficient as possible. Of our total fleet of 304 vehicles, 102 are Euro 5 and 6 emission standard and over the next year over 100 older vehicles will be replaced to ensure that our delivery vehicles meet the lowest levels of harmful gases such as nitrous oxide, carbon monoxide, hydrocarbons and particulate matter.

The entire fleet has been fitted with fuel monitoring devices and vehicle tracking systems to assist in providing accurate data on fuel consumption and route analysis in order that we can plan optimum efficiencies in planning deliveries and reduce fuel usage. Vortex deflectors have also been fitted on all our trailers to increase aerodynamics and reduce fuel consumption. Following comparative energy trials in 2013, the group purchased two Frigoblock refrigerated vehicles and a roll out across the trailer fleet will be implemented as part of our fleet replacement programme.



The group is also trialling a double decked multi-temperature trailer which will allow multiple deliveries to be made with one vehicle thereby reducing fuel consumption and emissions.

The group provides all drivers with training and assessment for Advanced & Intermediate Apprenticeship in Logistic Operation Management and Driving Goods Vehicles. Regular Safe and Fuel Efficient Driving (SAFED 3) training and awareness campaigns are conducted to raise awareness and driving standards among drivers and staff.

Opti-drive tacho reporting is used to monitor all drivers gathering information on speeding,

idling, driving events and fuel consumption for each driver. Every driver is assessed, rated and set appropriate targets. Over the last three years the average Opti-Drive rating for drivers has shown a continual improvement increasing from 6.7 in August 2012 to 8.7 by May 2015.

We also intend to work with suppliers to backhaul goods in order to improve our environmental efficiencies and cut down on the number of vehicles on the road.

In depot, Bestway Batleys Foodservice has invested in more energy efficient fork lift trucks in an on-going update programme.



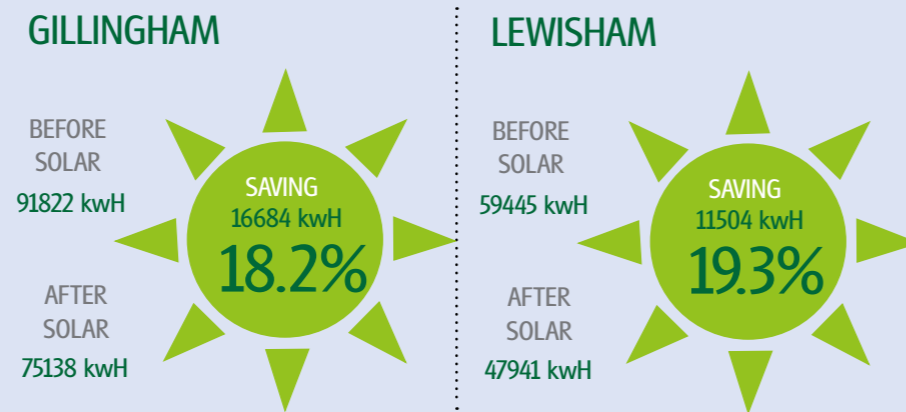
other initiatives

environment summary

Solar Energy

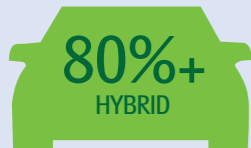
As part of the group's commitment to explore alternative energy sources, solar panels are been installed in a number of depots. Two 10/kw panels have been sited at Batleys Gillingham and Bestway Lewisham. Energy consumption was monitored on a half hourly basis with significant savings in consumption from the National Grid.

Comparison of energy consumption



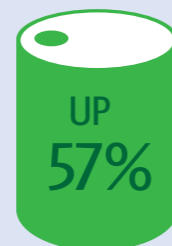
Car Fleet management

As part of our commitment to having a total green fleet, we have purchased hybrid vehicles with low CO2 emissions, and we are continuously exploring alternative fuel vehicles and fuel additives. Over 80% of all our car fleet is hybrid models and any new car the group purchases has to produce CO2 emissions of no more than 120g/km. This represents a sizeable shift from 2013 where company vehicle policy on CO2 emissions was sub 160g/km.



Oil Recycling

Bestway Batleys Foodservice continues to offer a value added service of recycling used oil for our catering customers giving them money off subsequent oil purchases. In 2014 the group recycled over 56,500 litres of used cooking oil, up 57% on 2013 with over 400 customers using the service. This is just one way that we are encouraging our customers to embrace recycling and protect our environment.



- Investment of over **£2.4m** in lighting upgrades
- Investment of over **£4m** in refrigeration and freezer equipment upgrades
- 15.2%** Average reduction in gas consumption per site
- 21.21%** Average reduction in electricity consumption per site
- 80%+** of company cars now fuel efficient hybrid models
- Investment in alternative energy pilots: Solar and LED
- 57%** increase in oil recycling
- All delivery vehicles fitted with trackers and fuel consumption monitoring
- Purchase of more fuel efficient trucks and forklifts



quality own brands

food health report

Supporting initiatives to help improve public health

The Public Health Responsibility Deal aims to tap into the potential for businesses and other influential organisations to make a significant contribution to improving public health by helping to create an environment that can empower and support people to make informed, balanced choices that will help them lead healthier lives.

The Deal and its pledges will play a significant role in addressing some of the pressing public health challenges set out in the government white paper, Healthy Lives, Healthy People.

In 2012 the Bestway Batleys Foodservice Group signed the Public Health Responsibility Deal, and pledged to take action across our business that will help improve public health to both our employees and customers.

The group's public health targets are

- Work with our suppliers to improve our offers on healthy products.
- Reduce salt and artificial additives on our own label ranges.
- Adopt a clear format for nutritional information on own brand packaging.
- Continue to develop and promote healthy own label food products such as the award-winning White Pearl ethnic foods range.
- Continue to develop our fresh produce via its seven re-organised chilled foods delivery hubs across the UK.



Bestway Batleys Foodservice endeavours to provide its foodservice customers with excellent quality, nutritional products at competitive prices through its extensive own brand ranges. The group's ranges include exclusive lines for caterers including the Essentially Catering label and a growing portfolio of authentic world foods under the White Pearl brand.

We are proud that over the last year our own label products have been awarded top honours in the Quality Food Awards and received recognition at the Great Taste Awards.

The Essentially Catering label includes a wide range of ambient and frozen foods, all of which undergo stringent on-going quality testing and strict supplier due diligence. The group has recently introduced a wide range of fresh and chilled foods including meat and poultry under the Essentially Catering banner and has embarked on a raft of NPD over the past year to extend our portfolio across new categories and offer customers even greater value.

The group has been highly innovative in developing an Allergen Analyser website which helps chefs and caterers identify any allergens in products that they use in their recipes.

Bestway Batleys Foodservice has also invested significantly in establishing White Pearl as the company's flagship brand for ethnic foods.



Over the years it has become a trusted, premium quality brand throughout the EU. Accredited with the international ISO 9001 quality standards, White Pearl is the UK's single largest importer of basmati rice sourced from Punjab, Pakistan.

In sourcing and growing White Pearl, we work with farmers and their communities to ensure that they are being given better prices, decent working conditions and fair terms of trade for their produce.

The Group also has a range of award-winning wines and spirits which are available via our Drinks Express division.



community report

Supporting communities in the UK and abroad through charitable projects and donations

At the heart of Bestway Batleys Foodservice's philosophy is a desire to help those less fortunate, by supporting charities and local communities.

This is manifested in the charter of the Bestway Foundation, established in 1987 by the group founder Sir Anwar Pervez OBE HPk. Each year the Group contributes approximately 2.5% of its profit to the Foundation for its various charitable activities. These are geared towards the health and education sectors with preference given to local communities in which we operate.

Over the years the Group has donated in excess of £14.1 million in the UK alone to fund the Foundation in its charitable activities and in Pakistan Bestway Cement and United Bank have donated over US\$10.5 million.



the Duke of Edinburgh's Awards

HRH The Duke of Edinburgh founded The Duke of Edinburgh's Awards in 1956 and the scheme has grown to be globally recognised as the leading youth charity offering young people aged 14-24 the opportunity to develop skills and prepare them for life, education and employment.

The Bestway Foundation has worked with the DofE for over twenty years and during this time has donated in excess of £380,000 to help young people fulfil their potential and build a better future for themselves and their communities.

In 2014, Bestway Foundation was awarded Gold Partner status by the DofE charity in recognition of its commitment to the scheme. The foundation's donations support nearly 11,000 Duke of Edinburgh centres including youth clubs, voluntary organisations, schools, colleges, and young and accredit their young people.

"It is extremely difficult to put into words the incredible work that the Duke of Edinburgh Awards does," says Dawood Pervez, Trustee of Bestway Foundation. "The scheme challenges individuals rather than promoting competition and not only helps young people develop their abilities but also instils in them a sense of purpose and community. Indeed two-thirds of participants claim that doing their DofE Award has helped them make a positive difference to their local community."



Above: HRH the Duke of Edinburgh presents Sir Anwar Pervez OBE H Pk with the commendation certificate at the Award Programmes 50th Anniversary Celebrations.





Royal Ascot race day

the huddersfield partnership

2015 sees the 21st anniversary of the prestigious annual Bestway Charity Race which has seen the group donate over £1.5m to our Royal Ascot nominated charities.

Over the years we have worked with a number of charities across healthcare, disability, young people and children, crime prevention and natural disasters to reduce suffering and promote opportunity.

Benefitting charities have included Imran Khan Cancer Appeal, Great Ormond Street Hospital Charity, Barnardos, Crimestoppers, Dyslexia Action and Action for Children. Our beneficiary in our silver jubilee year is GroceryAid, a charity that helps those who have contributed to the grocery industry but have fallen on hard times.

Bestway Trustee Zameer Choudrey explains more "Our annual race day at Royal Ascot has supported numerous charities over the years but for the 21st anniversary, the group wanted to bring things closer to home and support the industry's charity. As a trustee of GroceryAid and a former chairman of the NGBF, I have seen first hand the fantastic work that the charity does in looking after those in our industry who have fallen on difficult times and I am proud to offer our support.



The grocery industry is a people's industry and has prospered because of the dedication and contribution of colleagues past and present. GroceryAid does an incredible job in supporting a wealth of people from the largest of factories to the smallest of stores by lending financial support or simply lending an ear and I am extremely proud to have this wonderful charity as our beneficiary for the Bestway Charity Race Day at Ascot in June.

Since founder Lawrence Batley launched the first Batleys depot in Huddersfield, West Yorkshire in 1958, the company has supported countless charitable causes in the town. These include a series of donations, mainly connected with local sports and the arts.

Donations to projects include:

The local YMCA to help build a new sports centre named The Lawrence Batley Sports Centre.

The Kirklees Theatre Trust which enabled them to convert an old mission building in to the Lawrence Batley Theatre.

The building of the McAlpine Sports Stadium - home to Huddersfield Town Football team and Huddersfield Giants Rugby league team as well as sponsoring the rugby team itself.

The Lawrence Batley Centre for The National Arts Education Archive (Trust) at Bretton Hall.



Top: The Lawrence Batley Theatre
Above: The McAlpine Sports Stadium

other charitable support

community report



education UK



In 2014 Bestway Batleys Foodservice became involved with Farm Africa Charity and showed its commitment to ending world hunger by signing up to be a Silver Food for Good sponsor of the scheme.

Farm Africa believes that the continent has the power and resources to feed itself and, through its work, offers expertise in farming techniques and equipment to help build a sustainable model to combat starvation and malnutrition in the continent.



crimestoppers

Since 1999, Bestway Foundation has been associated with Crimestoppers, the leading anti-crime charity to help fight increasing attacks on high street retailers. Bestway Foundation Trustee Zameer Choudrey has been a long standing Trustee of Crimestoppers. When a crime takes place, many people who want to take action are close to the criminal and fear retribution. Crimestoppers offers them the secure means for them to get that information to the police, making their families and communities safer. Crimestoppers provides an anonymous phone number that anyone can call to pass on information about crime. Alternatively people can pass on information anonymously via the Crimestoppers website, www.crimestoppers-uk.org. As a result of information passed onto Crimestoppers, around 17 people are arrested and charged every day. Over £131 million worth of goods has been recovered and over £323 million worth of drugs has been seized since its inception in 1988.



Bestway Foundation has worked with GroceryAid for a number of years supporting beneficiaries who have contributed to the grocery industry but are now in need of assistance both financial and emotional. From factory workers to retail assistants, GroceryAid currently helps over 8,500 former industry colleagues, with annual annuity, crisis grants, essential household items, carer support and access to a free confidential 24hour helpline.

Since 1997 The Bestway Foundation has donated over £500,000 in 35 schools, in support of the Government's Specialist Schools and Academies programme. In addition we have also donated £108,000 towards the establishment of specialist academies in partnership with British EduTrust.

The object of these programmes is to give practical support to transforming education by building and enabling a world-class network of innovative, high-performing schools and academies in partnership with business and the wider community.

Schools receiving investment include; Bordesley Green and Kings Heath (Birmingham); John Ferneley (Leicestershire); Blurton High (Stoke-On-Trent); Cressex Community (Buckinghamshire); Copley High (Cheshire); Birchwood Community (Warrington); Health Park (Wolverhampton); Ormiston Forge Academy (West Midlands); Rhyddings (Lancashire).

In addition, we have provided scholarships for over 500 students of South Asian origin to attend universities in the UK, USA and Canada bring the



investment in our scholarship fund to in excess of £3.56m.

The Foundation has also entered into a five-year agreement with the University of Bradford with each committing £250,000 each to jointly fund five annual scholarships to support postgraduate students applying from Pakistan.

The group has also recently established a scholarship programme with the world renowned Oxford University for postgraduate students with a donation of £1.1m. The scholarships, which will cover all expenses including tuition and accommodation fees, will benefit students wanting to study science, technology, maths and engineering-related disciplines.

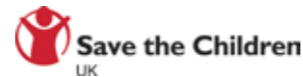
accreditations



associations



charities



education initiatives

- Kings heath School: Birmingham
- John Ferneley: Leicestershire
- Blurton High School: Stoke-On-Trent
- Cressex Community School: Buckinghamshire
- Copley High School: Cheshire
- Birchwood Community School: Warrington
- Health Park School: Wolverhampton
- Ormiston Forge Academy: West Midlands
- Rhyddings School: Lancashire
- Crest Academies: London
- University of Strathclyde: Glasgow
- Bradford University
- British EduTrust
- Care Foundation Pakistan: Punjab
- Beaconhouse National University: Lahore
- Foreman Christian College: Lahore
- Lahore University of Management Sciences
- Northern University: Nowshera
- Farrah Pervez Girls Degree College: Thathi
- Ancient India & Iran Trust
- The Citizens Foundation
- University of Engineering & Technology: Chakwal
- Karachi School of Business & Leadership: Karachi
- Institute of Business Administration: Karachi
- IBA Infrastructure Development Fund
- Ghulam Ishaq Khan Institute of Engineering Science & Technology

disaster relief initiatives

- 2005 Earthquake Appeal Pakistan
- Pakistan Flood Charity Appeal 2010
- HRH Prince of Wales Pakistan Recovery Fund 2011

awards



Queens Award for Enterprise: International Trade



JP Morgan Award for Social responsibility



Eastern Eye Asian Business Awards: Asian Business of the Year 2011



The Grocer Awards: Best Wholesaler



Retail Industry Awards: Outstanding Achievement Award 2011



Great Taste Awards: Star award for White Pearl Basmati Rice and Celebration Drink



Quality Food Award Gold Winner



FWD Service to Retail Award 2014



Availability Award 2014



Excellence in Customer Service Awards and Cost Saving Excellence Award



The Grocer Awards 2015: Technology Supplier of the Year & Business Initiative of the Year