BUNZL BCHS
Cleaning & Hygiene Supplies







Building a Sustainable Future Together





Sustainability Report
2024 Edition

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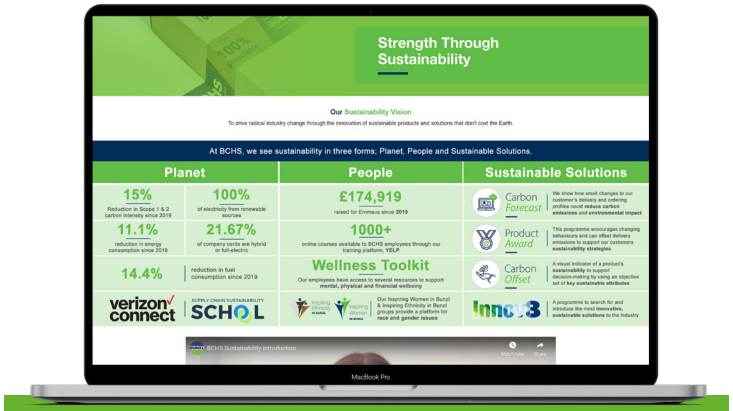




Welcome

In a year shaped by continued global uncertainty and pressing societal challenges, Bunzl's commitment to sustainability remains unwavering. Far from being an isolated initiative, sustainability is deeply embedded in our purpose and operations. Across our global network, and within Bunzl Cleaning & Hygiene Supplies (BCHS), we have remained focused on reducing our environmental impact, addressing social inequalities, and supporting the transition to a more circular and responsible economy. These priorities are integral to the way we do business and to our role as a responsible and influential leader in driving long-term, positive change.

At BCHS, sustainability is central to our strategic direction and day-to-day decisions. In 2024, we continued to advance our efforts to reduce our footprint, support resilient communities, and collaborate across our supply chain to deliver safer, cleaner, and more sustainable solutions. This report reflects the progress we have made and reaffirms our enduring commitment to protecting the environment, building transparent and ethical supply chains, and promoting the wellbeing of the global communities we serve. As we look to the future, we remain dedicated to leading with purpose, empowering our partners, and delivering meaningful, measurable impact.



Click here to learn more

Planet

Read more on page 7





People

Read more on page 11

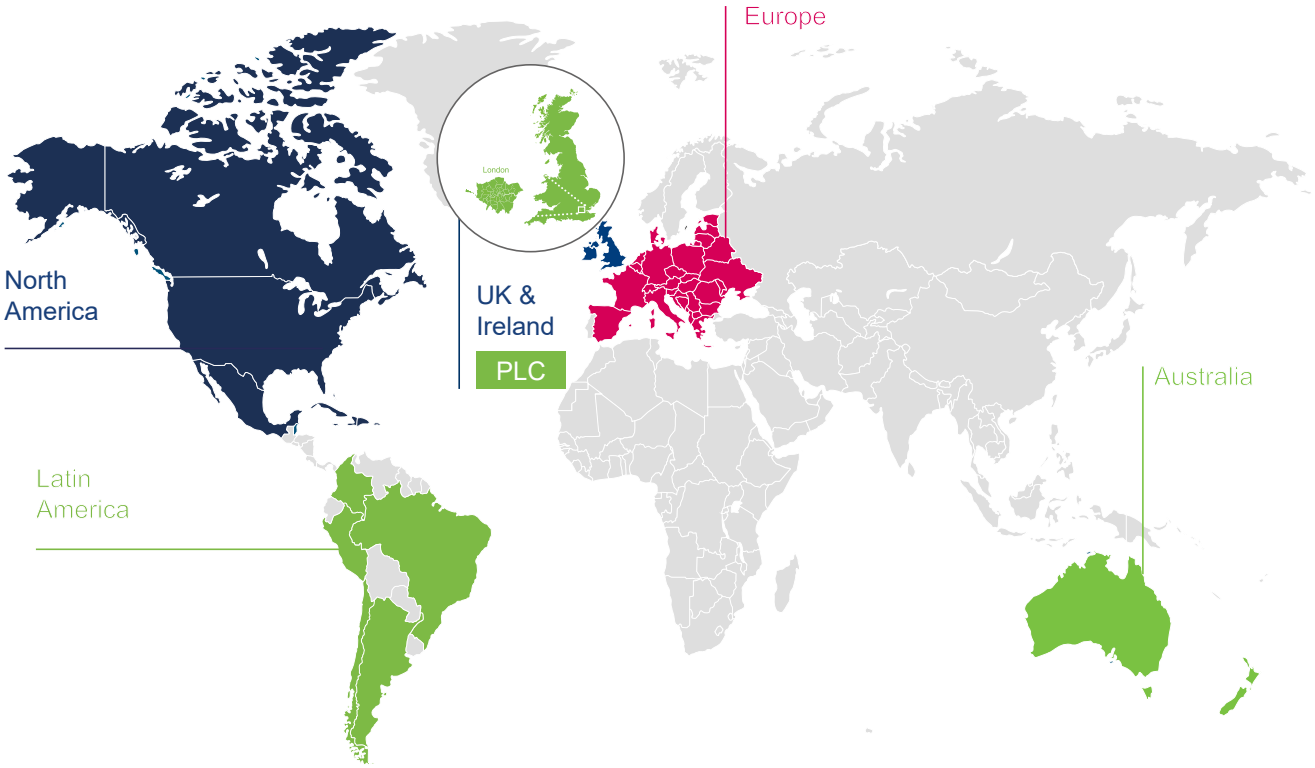
Sustainable Solutions

Read more on page 20



Sustainability at Bunzl

Globally, Bunzl has developed a team of sustainability leaders sharing best practice across the Group. In the UK and Ireland Business Area, these leaders work with their divisional teams to implement the Group Sustainability Strategy and support our customers' sustainability objectives.



Providing tailored solutions	Responsible supply chains	Taking action on climate change	Investing in our people
Our contribution	Our contribution	Our contribution	Our contribution
Our scale means we can drive change quickly and we are well placed to provide customers with trusted and objective advice on complex issues.	Our unique sourcing and auditing function based in Shanghai allows us to have a thorough level of oversight over our supply chain.	Our solutions significantly reduce road miles and minimise both our and our customers' carbon footprint by consolidating deliveries.	Our large family of local businesses continuing to support local communities and accelerating their diversity and inclusivity practices.

Bunzl's Sustainability Governance Structure



Now in its third year, the Board Sustainability Committee (BSC) continues to provide strategic oversight of Bunzl's sustainability risks and opportunities, strengthening the Board's expertise in this critical area. In 2024, the BSC met three times, reviewing progress against sustainability KPIs and assessing key initiatives, including our double materiality assessment, Net Zero transition plan, supplier climate engagement, and customer value proposition. The Committee will continue to monitor developments and provide guidance on key projects, trends, and regulatory changes in 2025.

Our Vision

We are driving radical industry change through innovation and sustainable products and solutions that don't cost the earth.

At BCHS, we view sustainability not just as an initiative but as a responsibility. Our work is guided by the United Nations Sustainable Development Goals (SDGs) — a global blueprint consisting of 17 interconnected goals designed to help tackle global challenges and inspire meaningful action. These goals address the most pressing global challenges, from climate change and environmental degradation to inequality and responsible consumption.

By aligning our strategy and operations with the SDGs, we strengthen our commitment to responsible business practices and ensure our efforts contribute to positive change both locally and globally. This alignment also provides a common language and measurable framework to track our progress and stay accountable.

While our activities touch on many of the SDGs, we have identified three core goals where we can drive the greatest impact: SDG 12 (responsible consumption and production), SDG 13 (climate acion), and SDG 17 (partnership for the goals). Together, these goals shape our approach to sustainability, one that combines environmental stewardship, social value, and responsible growth.

SUSTAINABLE DEVELOPMENT GOALS



12 RESPONSIBLE CONSUMPTION AND PRODUCTION

SDG 12

We are committed to minimising waste, reducing packaging, and optimising resource efficiency across all areas of our business — from product sourcing and design to delivery and disposal. Through innovation and education, we empower our customers to make more sustainable choices.

13 CLIMATE ACTION

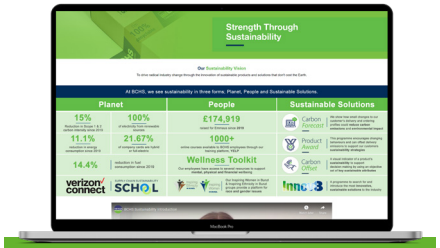
SDG 13

Tackling climate change is a central priority. We have set science-based targets to reduce emissions, are investing in renewable energy solutions, and are actively decarbonising our operations and supply chain. Through investments in energy efficiency and a low-emission fleet, we have significantly reduced greenhouse gas emissions, aligning with SDG 13. Our climate strategy is fully integrated into our long-term planning and risk management processes, ensuring a resilient and forward-looking approach.

17 PARTNERSHIPS FOR THE GOALS

SDG 17

We believe that collaboration is key to driving meaningful progress. By working closely with suppliers, customers, industry bodies, and community organisations, we're fostering partnerships that amplify sustainable impact. This includes co-creating solutions that support innovation in cleaning technologies and embedding sustainability throughout the value chain.



→ Click here to view



→ Click here to view

Sustainability at a Glance

Our Sustainability Pillars:

It is our responsibility to supply the most sustainable products that cause the least harm and deliver them in the most efficient way.

Planet

People are the driving force for stronger communities and a healthier environment. We celebrate diversity and foster an inclusive workplace that puts employee wellbeing at the heart of our business, nurtures talent and generates social value for a better world.

People

The BCHS Sustainable Solutions are the key to unlocking industry-wide change, making sustainable cleaning the easy choice.

Sustainable Solutions

RESPONSIBLE MINERALS INITIATIVE

GOLD SUPPLY CHAIN SUSTAINABILITY SCHOOL

Great Place To Work. Certified OCT 2024-OCT 2025 UK

THE HYGIENE BANK

BCHS is helping to combat hygiene poverty with our new partnership with The Hygiene

Sustainable Solutions

Setting new industry standards with our Sustainable Solutions, an advanced suite of initiatives that empower businesses to create lasting impact.

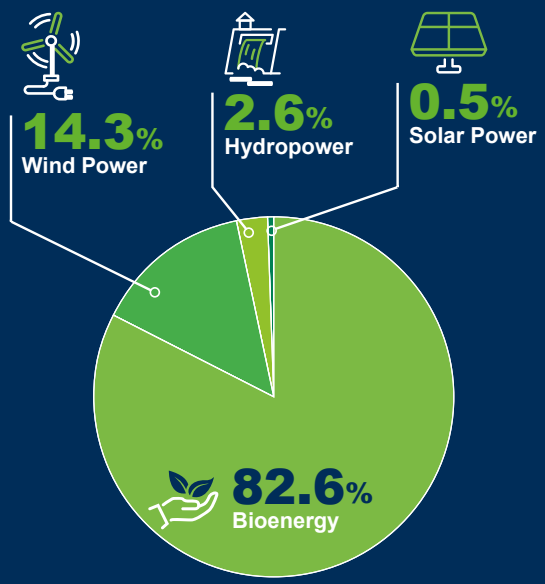
- Carbon *Forecast*
- Product *Award*
- Recycle *Connect*
- Sustainable *Insights*

BCHS has become **38%** more carbon efficient since 2019

BCHS has seen an absolute reduction of **20.03%** across Scopes 1 and 2 since 2019

Targeting **80%** of suppliers by emissions to have science-based targets by 2027

Our business is supplied with 100% renewable electricity from REGO-backed sources.



85%

of company cars are now electric or hybrid

We aim to have...

90%

of delivery vehicles switched to biofuel by the end of 2025

Since 2019, we have reduced our fuel consumption **by**

21.7%

We typically need **one** roll of gummed water tape for every **25 rolls** of plastic parcel tape



97%

LED

of our branches are retrofitted with LEDs that use motion and daylight sensors.



Planet

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Our Net Zero Commitment

We recognise that climate change presents a significant and growing risk to environmental, economic, and societal stability. That's why Bunzl is fully committed to achieving Net Zero emissions across Scopes 1, 2, and 3 by 2050 at the latest, in alignment with the Paris Agreement and climate science.

After the approval of our near-term targets in 2022, we continued to make further progress in 2024. Our Net Zero transition plan was approved by the Science Based Targets Initiative (SBTi), assuring our commitment to Net Zero across all three scopes by 2050.

Following the SBTi's updated requirements for Net Zero validation, we have upgraded our Scope 3 target to ensure 80% of our suppliers by emissions have compliant targets. Together, this target aligns our long-term decarbonisation plans with the global temperature target of 1.5 degrees.

With a significant proportion of our emissions stemming from Scope 3, mainly purchased goods and services, we understand that emissions reductions can only be achieved through collaboration.

SCIENCE BASED TARGETS


SCIENCE BASED TARGETS

Approved science-based target

The Science Based Targets initiative has validated that the corporate greenhouse gas emissions reduction target(s) submitted by

Bunzl plc

have been deemed to be in conformance with the SBTi Criteria and Recommendations (version 4.2). The SBTi's Target Validation Team has classified your company's scope 1 and 2 target ambition and has determined that it is in line with a well-below 2°C trajectory.

The official target wording is:

Bunzl plc commits to reduce scope 1 and 2 GHG emissions 50% per million GBP revenue, equivalent to a 27.5% absolute reduction, by 2030 from a 2019 base year. Bunzl plc also commits that 79% of its suppliers by emissions covering purchased goods and services, will have science-based targets by 2027.*

**The target boundary includes land-related emissions and removals from bioenergy feedstocks.*

Date of issue: Oct, 2022

Certificate Number: BUNZ-UNI-001-OFF

An initiative by CDP

Click here to learn more



As we head towards 2030, we will be:

- Transitioning applicable delivery fleet to low and zero-carbon solutions
- Trialling alternative fuels in our larger vehicles
- Taking energy-efficiency measures in warehouses and offices
- Procuring and generating renewable energy

Decarbonisation Scope 1 & 2 - BCHS

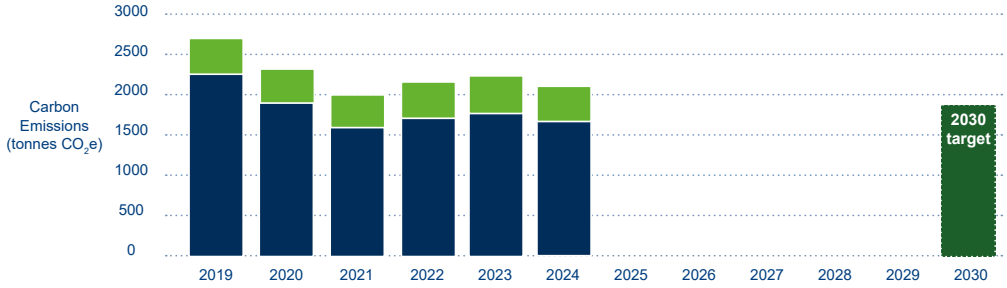
As a business, we identified fuel consumption as a key contributor to our carbon emissions and highlighted the importance of becoming fuel efficient as well as the need to replace fossil fuels with lower impact alternatives.

Over the past several years, we have continued to utilise electric delivery vehicles where possible and have continued to retrofit solar film matting to drive fuel efficiency. In 2024, BCHS invested in the installation of on-site HVO fuel tanks to begin the replacement of diesel fuel.

This like-for-like swap has enabled our business to continue using our current fleet whilst reducing the carbon emissions for each vehicle by up to 90%. Thanks to our on-site HVO tanks, we have also seen an enhancement in delivery efficiencies by removing the requirement for our drivers to divert off route to fuel up.

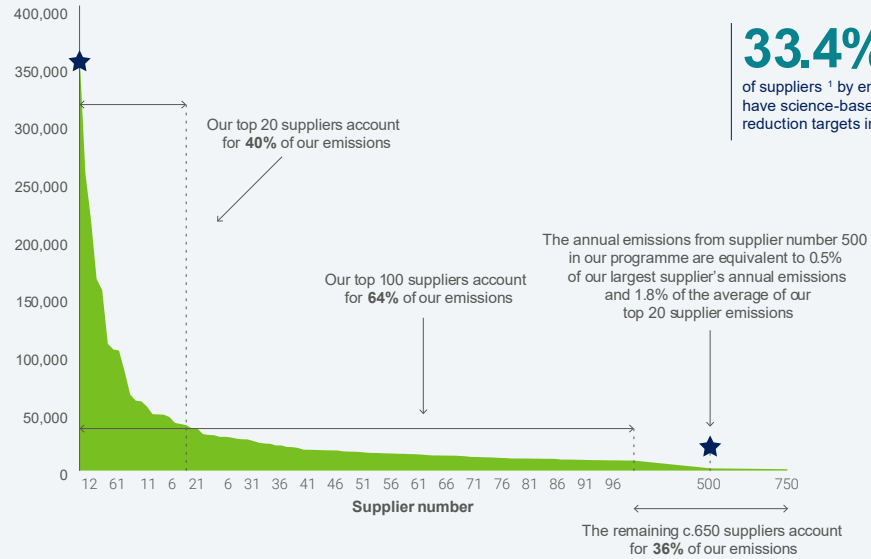
By the end of 2024, BCHS had installed HVO fuel tanks at the Croydon and Castleford branches, preventing 61.5 tonnes CO_2e*. Since 2019, we have seen a 20% decrease in our absolute emissions, a 4.1% improvement from 2023.

As we move through 2025, we will continue to install HVO fuel tanks across our sites. By the end of 2025 BCHS will have HVO installed at 11 further branches, with the potential to further reduce our Scope 1 emissions by 98%**.



	2019	2020	2021	2022	2023	2024
	tonnes CO_2e					
Scope 1	2218.018	1955.282	1748.83	1819.841	1862.217	1750.742
Annual Change	-	-11.85%	-10.56%	4.06%	2.33%	-5.99%
Scope 2 (location based)	354.08	297.41	257.41	277.63	283.421	306.164
Annual Change	-	-16.00%	-13.45%	7.86%	2.09%	8.02%
Total Scope 1 & 2	2572.098	2252.692	2006.24	2097.471	2145.638	2056.906
Annual Change	-	-12.42%	-10.94%	4.55%	2.30%	-4.14%
Since Baseline	-	-12.42%	-22.00%	-18.45%	-16.58%	-20.03%

Supplier emissions in scope of our target



33.4%
of suppliers [1] by emissions have science-based carbon reduction targets in place

Scope 3 - PLC

Scope 3 emissions are a priority for Bunzl as we strive towards our target of becoming Net Zero by 2050, as 83% of our total emissions come from purchased goods and services. To address this, in 2024 Bunzl Plc launched a new engagement programme for supply chain risk management designed to track carbon reduction progress, gather data, and communicate our policies and objectives.



Throughout 2024, the project began to onboard key suppliers to the platform and distribute climate change surveys. The data we have received through our software platform and information available on the SBTi website shows that 33.4% of suppliers by emissions currently have science-based carbon reduction targets in place. In addition, we are using the information we receive through our platform to prioritise engagement with our largest suppliers who do not currently have targets in place to discuss their plans, review their progress, and identify opportunities to collaborate.

*calculation based on actual HVO litre use compared to same litres as diesel.
**based on 2024 fuel consumption

Waste Management:
Driving Circularity and Reducing Plastic Waste

2024 marked a significant year in our journey to advance circular practices for customer packaging and waste materials.

We completed the first full year of the LoopBox™ return scheme, delivered in partnership with 2Pure. This initiative provides customers with a simple, effective way to return used containers for reuse. We also introduced Recycle Connect, an initiative that links customers to recycling and material recovery solutions for their used products (see more on page 25).



In addition, we launched Sustainable Insights, a key programme that supports material reduction by transitioning products from virgin to recycled content, avoiding single-use plastic packaging, and identifying opportunities to cut unnecessary waste. This aligns with our ambition to reduce plastic across the supply chain while offering customers practical options to lower plastic use within their own operations (see more on page 27).




Reusable Netting


Card Banding Trial Method

LoopBox™ return scheme:




Reusable Banding


Reusable Pallet Box

People

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Charity Partnership: Reflecting on Our Emmaus Partnership

At BCHS, social responsibility has always been at the heart of what we do. Since 2018, our partnership with Emmaus UK has helped support individuals experiencing homelessness. Across our 6-year partnership, we raised over £340,000 in financial and in-kind donations for Emmaus, assisting them in improving their communities and combating homelessness across the UK. Our support for Emmaus has had a direct impact on 26 individuals across Norfolk, Waveney, and Suffolk, who now have safe housing and access to essential services, enabling them to rebuild their lives and work towards a brighter future.

Beyond financial support, our colleagues contributed over 500 volunteer hours with Emmaus, engaging in building renovations and festive market preparations. These experiences strengthened our understanding of the challenges faced by vulnerable communities.

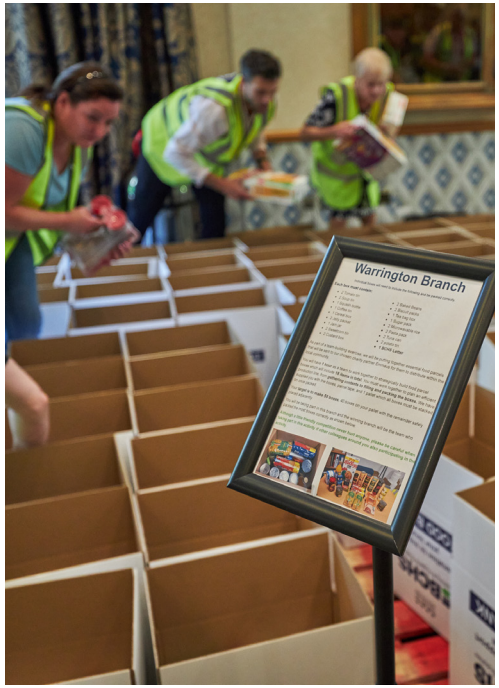
We are immensely grateful for the trust and collaboration shared with Emmaus over the years and proud of the meaningful change we achieved together. As we evolve our approach to social responsibility, we remain deeply appreciative of our journey with Emmaus and will carry forward the lessons learned into our future initiatives.

emmaus

Across our **6-year partnership,** we have raised over **£340,000** in financial and donations for Emmaus.









A New Chapter: Introducing the Hygiene Bank

We are proud to announce our new partnership with The Hygiene Bank, a charity dedicated to tackling hygiene poverty in the UK. Hygiene poverty—the inability to afford essential personal care products—affects thousands, forcing individuals to choose between hygiene and other basic needs such as food or rent. Poor hygiene can lead to social isolation, diminished confidence, and barriers to employment and education.

Our collaboration began at an event in January, where we assembled 500 hygiene boxes filled with essentials such as soap, toothbrushes, toothpaste, period care products, and more. Thanks to our generous suppliers, this initiative provided immediate relief to those in need and reinforced the importance of collective action.



Our partnership with The Hygiene Bank marks a new chapter in our commitment to social impact, ensuring hygiene essentials reach those who need them most.

Reflecting on the impact of these donations, **Lottie Dosangh** (Partnership Officer) from The Hygiene Bank shared:

"Being a part of this packing activity and seeing the finished product of 500 boxes across nine palettes was an incredible experience."



Beyond this initial effort, we are committed to providing financial and in-kind support while actively engaging our employees in volunteering efforts. The Hygiene Bank highlighted the importance of corporate partnerships in tackling hygiene poverty:

"Support from socially-minded companies like BCHS is crucial to our mission to end hygiene poverty in the UK. Whether it is product donations, fundraising, or supporting our local projects, our partnership with BCHS will contribute towards maintaining our existing projects, setting up new projects, particularly in areas of deprivation, and increasing public awareness to break the stigma."

We are excited to grow this partnership and expand our impact. As The Hygiene Bank team shared:

"Bunzl has already shown us incredible support that has had a tangible impact on the communities we serve... We are really looking forward to continuing our collaboration and expanding our partnership."



Social Enterprise: Driving Social Impact Through Procurement

Recognising the importance of social value, BCHS is committed to fostering positive change within our communities and the environment. Social value extends beyond financial transactions, encompassing the broader benefits of our business decisions, from strengthening local economies to advancing social well-being. One of the key ways we embed this commitment is through social procurement—sourcing from organisations that generate meaningful societal impact.

Social Enterprise UK (SEUK) is the UK's leading membership body for social enterprises, advocating for a fairer economy and a more sustainable future. Our ongoing partnership with SEUK has strengthened our corporate strategy, allowing us to create social value, diversify our supply chain, and gain external recognition for our responsible business practices. Through SEUK's Social Procurement Connect programme, we engage with a trusted network of social enterprises, ensuring our procurement decisions align with our values and deliver measurable impact.



In 2024, we sponsored the Social Enterprise Women's Champion of the Year category at the UK Social Enterprise Awards, honouring women leading transformative change. Together with SEUK, we are building a more inclusive, sustainable economy for future generations.



Our Commitment in Action

BCHS proudly collaborates with social enterprises that drive lasting change, including:

Change Please – Providing employment opportunities for homeless individuals through their coffee business.

Serious Tissues – Supporting reforestation by planting trees for every roll sold.

Flawsome! Drinks - Transforming imperfect/surplus fruit into high-quality, natural beverages to combat food waste.

Amplify Goods - Dedicated to reducing economic inequality and improving social justice by investing their profits into mental health and wellbeing initiatives.

Nemi Tea - Creating meaningful employment opportunities for refugees through high-quality, organic teas.

Frank Water – Improving access to safe water and sanitation for marginalised communities.

Looking ahead, we will deepen our impact through our Purposeful Providers Programme, reinforcing our belief that business success and social responsibility go hand in hand.

Amplify Goods. CHANGE PLEASE COFFEE FLAWSOME! FRANK WATER NEMI SERIOUS

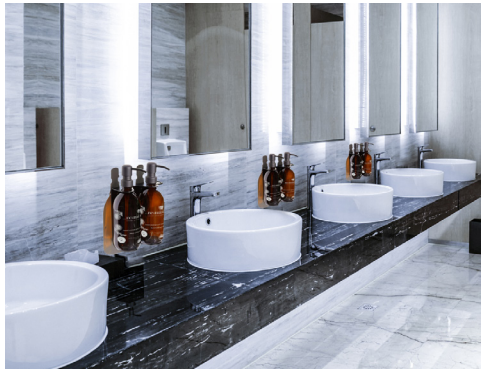


Purposeful Providers Programme

We believe that businesses must play a vital role in creating lasting, positive change. Our Purposeful Providers Programme (PPP) is our commitment to a sustainable, inclusive future—an initiative designed to embed social value into our supply chain by integrating mission-driven social enterprises. These organisations are more than just suppliers—they are strategic partners helping us build a more responsible and innovative economy.

PURPOSEFUL PROVIDERS PROGRAMME
A spotlight on businesses with a social purpose





Our Vision: Shaping a More Responsible Supply Chain

PPP aligns supply chains with responsibility and innovation, ensuring that ethical, sustainable, and socially impactful solutions are embedded at the core of our operations. By working with enterprises that drive social and environmental impact, we are demonstrating that sustainability and commercial success can go hand in hand.

Through this programme, we are strengthening our commitment to sustainability by sourcing from responsible businesses, driving long-term social impact through purposeful partnerships, and supporting enterprises that align with our values to ensure our procurement choices benefit both people and the planet. This initiative is about more than procurement—it is about rethinking how businesses operate to generate lasting value for society.

CASE STUDY

re:mind produced by Amplify Goods.

RE:MIND: A Success Story

One of the standout examples of PPP in action is RE:MIND, our luxury hand and body care range developed in collaboration with Amplify Goods, a certified social enterprise. This partnership exemplifies how ethical sourcing can drive both environmental and social impact.

Sustainable Design and Ethical Ingredients:

- Designed and produced in the UK by a diverse social enterprise.
- Features 96% to 99% naturally derived ingredients.
- Is Vegan Society certified, never tested on animals, and contains no artificial perfumes or synthetic dyes.

Embedding Circularity and Social Impact:

- Durable 'forever' glass bottles designed for long-term use, hand-packed using upcycled cardboard waste sourced locally.
- Sustainable refill options reduce single-use plastics through 5L Hand & Body Wash refills and 1L Lotion pouches.

Championing Mental Well-being and Supporting Climate Advocacy:

- Donates at least 50% of profits to grassroots initiatives like The Wilderness Foundation UK, which promotes health through outdoor experiences.
- Contributing to The Quiet Changemaker Project, aiding frontline climate activists.
- Has helped recover over 2 tonnes of ocean-bound plastic.

RE:MIND is more than a product—it is a testament to how PPP fosters innovation, reduces waste, and supports social progress, proving that businesses can thrive while driving meaningful change.

The Purposeful Providers Programme is a core pillar of our sustainability strategy, ensuring that every partnership contributes to both social and environmental progress. By embedding social enterprises into our supply chain, we are proving that business success does not have to come at the expense of people or the planet.

As we continue to expand PPP, we remain committed to deepening our collaborations with social enterprises, scaling our impact, and integrating even more sustainable solutions into our operations. Each partnership demonstrates how ethical procurement can be a force for good, delivering long-term value for communities, the environment, and future generations.


BUNZL
BCHS
Cleaning & Hygiene Supplies
Culture Club
Our Values & Wellbeing
Customer Focused
Collaborative
Pioneering
Sustainable
Devoted
Renfrewshire foodbank
Henley Primary School
HINTON SKYDIVING CENTRE

Community

The BCHS Culture Club, our initiative that promotes core company values through ambassadors in every branch and department, is now in its 3rd year. It focuses on employee wellbeing by offering monthly activities, either within branches or in collaboration with local organisations and communities. In 2024, BCHS completed over 1900 hours of volunteering, up from 1100 hours in 2023. Success stories from the year include BCHS Nottingham collaborating with our customer Churchill for the Notts Big Weekend, and the many donations made to local foodbanks.



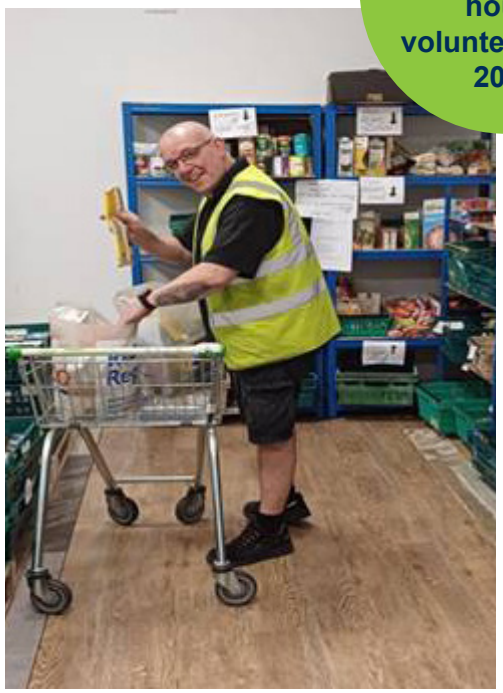




1,900+
hours volunteering in 2024

£362,747
raised in gifts & donations since 2019









Employee Wellbeing

In 2023, BCHS launched a Diversity and Inclusion Committee. The aim of the Committee is to promote a diverse, equitable, and inclusive workplace. It organises events, initiatives, and training to raise awareness and foster a culture of respect and belonging for all employees.

The Diversity and Inclusion Committee actively engages with key events to promote inclusivity and support important causes. In September, BCHS took part in National Inclusion Week, where we focused on the theme of “Take Action, Make Impact”, encouraging the business to take meaningful actions that create positive and lasting impacts on inclusion within the workplace. In November, the Committee celebrated ‘Movember’, successfully raising over £1000 in support of men’s health schemes.

These efforts highlight some of the initiatives the Committee has introduced to continue to instil a diverse and inclusive environment within our company. BCHS has also committed to important initiatives, and we are proud to be Disability Confident Committed and Inclusive Excellence Committed.

BCHS offers a range of physical and mental well-being benefits to support employees. These include an Employee Assistance Programme providing free advice, confidential support, and counselling. We also have internal Mental Health First Aiders, Occupational Health services, and Cycle to Work schemes.







neyber
Fairer finance for employees

hapi

Additionally, employees can access financial advice with Neyber, and enjoy discounted shopping with major retailers through Hapi Benefits. BCHS also promotes work-life balance by offering employees the option to buy up to 5 additional holiday days and providing one paid day per year for volunteering. This ensures colleagues can make the most of their time outside of work.



Finally, we also offer a Reinventing Retirement Programme, which provides outplacement support to help staff transition smoothly into the next phase of their lives.

Professional Development

At BCHS, we know that through investing in our teams' growth, we both enhance individual career prospects and drive innovation. Professional development is crucial for career growth and maintaining a competitive edge in the workplace. We support all our colleagues with their continuous professional development in a number of ways, including offering study sponsorship and apprenticeships in relevant professional accreditations. Examples of this include Ryan, who completed his Green and Yellow Six Sigma belts, and Harry, who is completing a Level 3 Transport apprenticeship.

Our internal training programmes include our High Potential Programme, from which 6 BCHS delegates successfully graduated in November 2024. The cohort received bespoke talks from business leaders from all departments and tailored masterclasses on topics such as 'Managing Self', 'Managing Change', 'Stakeholder Management', and 'Decision Making in Business'. The cohort also completed a three-month project on recruitment and induction, presenting their findings and recommendations to senior business leaders from across the business.

Training is available 24/7 through our bespoke learning management system, MyLearning. This digital platform offers essential compliance training, tailored learning journeys for key roles, such as customer service, bite-sized modules on behavioural skills, and much more. The platform is used to deliver our carefully curated Induction series, which ensures all new starters get the same introduction to BCHS, learning about our business values, key customers, and sustainability pledges.





Selena Fox

Regional Account Manager said:

"The Bunzl HPP has shifted my mindset—I now see more opportunities and solutions, communicate more effectively, and feel motivated to drive change. I'm thinking more clearly and already seeing benefits in my daily work."



Daniel Jennings

Regional Account Manager said:

"The skills taught by the course have enabled me to be more productive, manage my time better, prioritise my workload, and interact with my colleagues in a much more effective manner".

Great Place to Work

In October 2024, BCHS achieved Great Place to Work Accreditation, with over 450 responses and a 70% Trust Index score. Our BCHS Carlisle branch achieved one of the highest scores within the organisation, with a 100% response rate and an 84% Trust Index score. The branch also scored 100% in topics such as "management delivering on promises" and "colleagues feeling safe regardless of age, gender, race, or sexual orientation".

We're proud to be Great Place To Work. Certified™

Great Place To Work. Certified OCT 2024-OCT 2025 UK

GPTW accreditation is a key driver of organisational sustainability, fostering a positive workplace culture that enhances employee engagement, retention, and productivity.

BCHS is focused on attracting top talent, improving collaboration, and boosting innovation. We aim to do this by fostering an environment where employees feel valued and motivated.

The accreditation strengthens our organisational reputation, building trust with employees, customers, and suppliers. The feedback also enables us to reflect on opportunities for continuous improvement and strive to make BCHS an even greater place to work.

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Sustainable Solutions®





Driving radical industry change through **sustainable** products and solutions that **don't cost the Earth**





At BCHS, we understand that sustainability is a journey, and we are committed to providing our customers with the tools and insights they need to make informed, responsible choices.

Our Sustainable Solutions are designed to help businesses track, measure, and improve their environmental impact by offering clear, data-driven reports on key sustainability metrics.



Carbon *Forecast*

Product *Award*

Recycle *Connect*

Sustainable *Insights*



Carbon Forecast

Carbon Forecast analyses customer delivery and ordering profiles to assess their impact on carbon emissions.

By identifying areas for improvement, this tool demonstrates how minor adjustments—such as optimising order frequency or consolidating deliveries—can significantly reduce our shared carbon footprint.



Product Award

Product Award provides a clear, third-party-assured sustainability rating for products, helping customers make informed choices. Products are assessed across four key attributes: Producer, Production, Packaging, and Product.

Each product is awarded a Bronze, Silver, or Gold rating, ensuring transparency and encouraging continuous improvement from suppliers. This tool empowers customers to align purchases with their specific sustainability priorities.



Recycle Connect

Recycle Connect is our initiative designed to help customers recover and recycle end-of-life cleaning and hygiene equipment.

Covering categories such as janitorial supplies, PPE, workwear, paper, and chemicals, this program ensures that more products are diverted from landfill and reintroduced into the circular economy.



Sustainable Insights

Our Sustainable Insights tool is an innovative platform that enables customers to track key sustainability metrics including plastic avoidance, CO_2e emissions reductions and waste minimisation.

It enables customers to make informed, responsible purchasing decisions and align procurement with sustainability goals. By offering clear insights into their footprint, businesses can track progress and identify opportunities for improvement.

Sustainable Solution: Carbon Forecast

Carbon Forecast empowers customers to reduce their carbon emissions associated with deliveries by offering tailored solutions that optimise ordering and delivery patterns. By making strategic adjustments, customers can minimise their environmental impact while contributing to broader sustainability goals.

Our approach involves in-depth analysis of customer delivery and ordering profiles, measuring their impact through carbon emissions. Using Carbon Forecast, we illustrate how minor adjustments can lead to significant carbon footprint reductions. This initiative directly supports our Scope 1 emissions reduction efforts while simultaneously helping our customers decrease their Scope 3 emissions.

To drive meaningful change, we offer two primary solutions: optimising ordering habits and optimising delivery patterns - both of which have a direct impact on carbon emissions.

Effective communication is pivotal for engagement; therefore each customer receives a bespoke report with a comprehensive breakdown of carbon calculations, ensuring transparency and clarity.

Additionally, we translate complex data into tangible metrics, such as miles driven, to facilitate effective communication. By providing clear insights and actionable recommendations, we empower customers to convey their sustainability efforts to stakeholders and clients, fostering impactful change across their operations and supply chains.

Carbon *Forecast*

Carbon Forecast analyses customer delivery and ordering profiles to assess their **impact on carbon emissions**. By identifying areas for improvement, this tool demonstrates how minor adjustments—such as optimising order frequency or consolidating deliveries—can significantly reduce our shared carbon footprint.



CASE STUDY

ISS

The Opportunity

In 2024, BCHS built on our partnership with ISS exploring practical ways to reduce transport-related carbon emissions. Insights from the Carbon Forecast Impact Report revealed a significant opportunity. By consolidating orders and reducing delivery frequency, BCHS could lower CO_2e emissions while also enhancing operational efficiency. While the environmental case for order consolidation was compelling, ISS needed assurance that service standards would not be affected. BCHS committed to maintaining service quality and performance throughout the change.

The Solution

To demonstrate the benefits, BCHS provided detailed carbon analysis based on ISS's 2024 delivery patterns. The data showed that by consolidating orders, ISS could cut transport-related emissions by an estimated 44 tonnes of CO_2e in 2025. This measurable insight gave ISS the confidence to proceed, knowing the shift was grounded in both environmental and operational gains.

The Results

BCHS and ISS have worked together since 2019, and over that time have achieved a 54% reduction in delivery-related emissions—from 244 tonnes in 2019 to 133 tonnes projected for 2025.

This success highlights the value of smarter logistics planning and collaborative sustainability efforts. Building on this momentum, BCHS will transition 90% of our UK fleet to hydro-treated vegetable oil (HVO) biofuel in 2025. This switch is expected to drive significant reductions in Scope 1 emissions for BCHS and deliver further Scope 3 emissions savings for ISS.



54%
reduction, equating to
111 tonnes
CO_2e saved!

Sustainable Solution: Product Award

Product Award is our structured internal framework developed by BCHS to assess and showcase the sustainability performance of products across our portfolio. Designed to guide both procurement and customer decision-making, Product Award provides a transparent, evidence-based rating that reflects the environmental and social impact of a product throughout its lifecycle.

The framework uses a tiered award system—Bronze, Silver, and Gold—to visually represent sustainability performance, inspired by the logic of consumer-facing systems such as food traffic light labelling. To be recognised, products must achieve a minimum score of 30%, ensuring the award reflects meaningful progress rather than serving as a participation badge.



How We Grade Products

The 4 Ps:

1. **Producer** – Assesses supplier ethics, carbon footprint, Corporate Social Responsibility and charity efforts.

2. **Production** – Looks at manufacturing practices, material sourcing, and emissions.

3. **Packaging** – Considers recyclability, circularity, labelling, and end-of-life impacts.

4. **Product** – Evaluates the product's performance, eco-certifications, toxicity, and ingredients.



Product *Award*

Product Award provides a clear, **third-party-assured sustainability** rating for products, helping customers make informed choices and align purchases with their specific sustainability priorities.



Our Commitment:

Product Award is a key part of our wider sustainability journey.It supports our goal to be a resilient and responsible organisation that inspires change and delivers practical solutions to protect the planet.

We will continue to review and update the criteria annually to ensure the award remains credible, relevant, and impactful.

Independent Validation

In January 2024, our assessment methodology was independently validated by Giraffe Innovation Limited, a specialist sustainability consultancy. Their assurance confirmed that our process is comprehensive, robust, and credible, helping to remove bias and increase confidence in the awards.

"We can confirm the BCHS Product Award is a comprehensive, robust and credible method for assessing the sustainable attributes of a product. This methodological approach should be seen as a keystone in reinforcing BCHS's transition to a more sustainable and equitable future."
- Professor Robert Holdway FRSA FIEMA, Managing Director, Giraffe Innovation Ltd

This external validation provides transparency and supports trust among customers, suppliers, and stakeholders. It shows our Product Award is a reliable indicator of sustainable product performance.

What Changed After Validation?

Following this external validation, we took the opportunity to strengthen the framework further:

- **Refined Criteria:** We enhanced the level of detail across our scoring system, making it more rigorous and reflective of industry best practice and emerging sustainability issues.
- **Expanded Coverage:** We extended the framework to cover all products across our range, classifying them against 16 distinct product categories. This expansion enables more accurate comparisons and fairer assessments.
- **More Metrics:** The updated framework now assesses products against 30+ sustainability criteria, enabling better identification of strengths and areas for improvement.

Sustainable Solution: Recycle Connect

Recycle Connect provides customers with material recovery opportunities, ensuring that cleaning and hygiene products are diverted from landfill and reintegrated into the circular economy.

Our mission is to continuously explore innovative ways to collaborate with suppliers and customers to establish sustainable, closed-loop systems for frequently used products. Closed-loop practices remain underutilised in the business world, and BCHS is committed to driving this change. Through this initiative, we aim to reduce waste, extend product lifecycles, and promote a circular economy across our operations.

Recycle *Connect*

Recycle Connect is our initiative designed to help customers recover and recycle end-of-life cleaning and hygiene equipment. Covering categories such as janitorial supplies, PPE, workwear, paper, and chemicals, our programme ensures that more products are diverted from landfill and reintroduced into the circular economy.

OdorBac & LoopBox

OdorBac products are exclusive to BCHS, granting us greater control over their lifecycle. In partnership with 2Pure Products, the manufacturers of OdorBac, we have integrated a robust take-back scheme to ensure that the 5-litre bottles remain within a circular economy – LoopBox.

2Pure created OdorBac Tec[4] as a truly universal cleaner designed to replace nearly all the products in your cleaning cupboard. This streamlining of your cleaning routine not only reduces the need for multiple chemicals but also leads to significant financial savings by reducing the number of products necessary without compromising performance.

In 2024, OdorBac Air was introduced to tackle stubborn airborne odours, and earlier this year, OdorBac Toilet & Scale a specialised abrasive variant for toilets and scale removal, was launched to remove scale and organic residues effortlessly with an ultra-effective biosurfactant.

The OdorBac range is non-hazardous, making it safer to handle and ensuring it is gentle yet effective in cleaning. OdorBac products are delivered in 5L bottles made from 100% recycled containers, and to further reduce our environmental footprint, used bottles are collected on the next delivery as part of the LoopBox process. As the LoopBox process is completed during regular deliveries by BCHS and 2Pure, it significantly minimises emissions, seamlessly integrating sustainability and efficiency.



All OdorBac products, including multipurpose cleaner OdorBac Tec[4], OdorBac Air, and OdorBac Toilet & Scale, are rated gold across all four of our Product Award criteria and all integrated into the LoopBox circular economy. OdorBac is available in four distinct scents: fresh linen, rhubarb, mint, and original (unscented).

As an added benefit, we provide all our customers with detailed reporting that supports this initiative, helping them demonstrate the positive environmental impact to their stakeholders. Our reports track carbon and plastic savings, enabling customers to showcase the tangible benefits of their sustainable choices and the positive impact they are making on the environment.

In 2024, we successfully returned 46,184 bottles into the loop, doubling the amount returned in 2023. As we move into the fourth year of this initiative, we aim to increase these numbers even further, continuing our progress towards a more sustainable future.

LOOP BOX 2 PURE

CASE STUDY

Durham University

The Opportunity

Durham University recently transitioned to using exclusively OdorBac for their cleaning products, resulting in significant cost savings and a positive environmental impact. Through this shift, we were able to calculate substantial savings, both in terms of financial resources and sustainability outcomes.

OdorBac is not only a sustainable product but also supports local industry, as it is manufactured just 25 miles from Durham. In addition to its sustainability credentials, OdorBac is non-hazardous, allowing Durham University to replace 160,263 litres of hazardous chemicals with just 7,885 litres of OdorBac.

The Solution

The transition has also reduced the University's waste, with a total saving of 87.1kg of plastic diverted from landfills, through adopting LoopBox, and 161kg of CO_2 emissions. As OdorBac is made from 100% recycled materials, this change has also resulted in the saving of 121.1kg of virgin plastic.

This initiative highlights the positive impact that can be achieved by making sustainable product choices. Durham University proudly shared this achievement on their website, demonstrating their commitment to sustainability and showcasing their efforts to become a more environmentally responsible institution.

The Result

This example serves as a model for other businesses looking to make smarter, more sustainable choices that benefit both their operations and the planet. As part of our commitment, we offer detailed reporting tools to help our customers track and communicate their own sustainability efforts, empowering them to tell their unique stories and share the positive outcomes of their sustainability initiatives.



Hand Towel Recycling Scheme

As part of Recycle Connect, we have partnered with leading paper suppliers, Essity and Kimberly-Clark, to revolutionise paper waste management. Hand towels pose a significant environmental challenge, consuming excessive water and generating considerable carbon emissions, yet only 1% are currently recycled.

To address this, Essity's PaperCircle and Kimberly-Clark's RightCycle initiatives enable businesses to participate in take-back schemes, ensuring that used hand towels are collected, recycled, and transformed into new ones. These unique circular solutions help businesses reduce both waste and their overall carbon footprint.





Cloth and Mop Recycling Scheme

We are committed to driving innovation in waste reduction, and are currently trialling a mop and cloth recycling scheme aimed at diverting textile waste from landfill.

Currently, there are limited recycling routes for used mops and cloths, with the majority classified as hazardous waste due to chemical contamination. As a result, most are sent to landfill, contributing to environmental harm. To address this challenge, we have partnered with a leading waste management service specialising in research and sustainable disposal solutions. Through this collaboration, we aim to develop a circular recycling process that enables the safe and efficient recovery of these textiles.

By introducing this scheme, BCHS hopes to significantly reduce textile waste, promote responsible waste management practices, and further advance our sustainability goals.



Sustainable Solution: Sustainable Insights

Sustainable Insights is our bespoke reporting tool designed to help customers track and showcase their sustainability savings. By measuring single-use plastic reduction, plastic packaging avoidance, and overall waste minimisation, it provides clear, data-driven insights into each customer's environmental impact. This tool supports businesses in making informed purchasing decisions, setting sustainability targets, and demonstrating measurable progress.

By identifying opportunities to minimise waste and optimise procurement choices, Sustainable Insights helps businesses align with their environmental commitments. It also enhances brand reputation by enabling customers to share their sustainability achievements with stakeholders, reinforcing their role as responsible organisations.

Using robust data analysis, Sustainable Insights assesses product selection, packaging efficiency, and ordering behaviours to quantify reductions in waste and single-use plastics. Its precise methodology ensures reliable insights that drive meaningful sustainability improvements and long-term environmental benefits.

With Sustainable Insights, measuring and communicating sustainability performance has never been easier. By reducing waste, conserving resources, and making data-driven decisions, our customers can actively contribute to a more sustainable future.

Sustainable *Insights*

Our Sustainable Insights tool enables customers to **track key sustainability metrics** including plastic avoidance, CO_2e emissions reductions and waste minimisation. These insights help customers make informed, sustainable procurement decisions and allow them to identify opportunities for improvement.



CASE STUDY

PRISTINE Smarter Choices

The Opportunity

We took a proactive approach to plastic reduction by working with our Exclusive Brand manufacturer to switch all PRISTINE brand hand towel packaging from plastic wrapping to paper sleeves. This initiative was part of a broader commitment to replacing plastic with renewable alternatives wherever possible.

The Solution

By making this simple yet impactful change, our customer purchases of PRISTINE products prevented 3,920kg of single-use plastic from entering the waste stream throughout 2024. By transitioning to paper-based packaging, not only was plastic waste reduced, but significant carbon savings were also achieved, preventing 12,778kg of CO_2e emissions compared to using virgin plastic.

The Result

We utilised Sustainable Insights to report and highlight the plastic avoidance achieved by switching to PRISTINE, providing clear, measurable data to demonstrate the positive impact.

This initiative highlights how small procurement changes can lead to substantial environmental benefits, reducing waste, cutting emissions, and supporting the transition toward more sustainable materials.



Innov8:
Showcasing Innovation in Action

Building on our Sustainable Solutions, we're proud to spotlight our Innov8 Cleaning Innovation & Sustainability Regional Shows. These events reflect our commitment to driving progress in sustainability through collaboration and innovation.

Innov8 brings together our key supplier partners and customers to explore the latest product innovations in the cleaning and hygiene industry. A main feature of the roadshows is our sustainability seminar, where our team presents BCHS's Sustainable Solutions in action – demonstrating how our suite of tools can help businesses track, measure, and improve their environmental impact with clear, data-driven insights.

In addition to this, the events feature seminars led by industry experts, covering important topics such as social value, sustainable period care, recycling legislation, and microplastics.

Through Innov8, we're creating a dynamic space to exchange knowledge, spark conversation, and accelerate sustainability goals while embracing cutting-edge innovation.













Events are located across the country which makes them easily accessible for all.



Responsible Sourcing

At Bunzl, we maintain a zero tolerance policy towards unethical practices and are committed to respecting human rights across our operations and global supply chain.

In 2024, Bunzl increased the proportion of high risk spend covered by our assessment and auditing programme by 8%, reaching 89% globally. This reflects a continued emphasis on targeting our efforts where the risk is greatest. We assessed 1,175 suppliers last year, with 1,075 found to have no critical issues. Where zero tolerance issues were identified—such as wage violations or signs of forced labour—we worked directly with suppliers to resolve them. Of the 100 suppliers identified as requiring remediation, 81 successfully completed their action plans, while 11 remain in progress. Where suppliers are unable to meet the required standards within a reasonable time frame (typically six months), we take appropriate action. In 2024, this included ending relationships with 8 suppliers who did not resolve the issues identified.

As part of BCHS, we actively support and implement these global responsible sourcing standards across our own supplier network. This includes collaborating closely with suppliers to uphold ethical labour practices, enhance environmental performance, and ensure compliance with international standards such as those outlined by the International Labour Organisation and the Ethical Trading Initiative.

Our Quality Assurance team continues to carry out regular supplier audits, focusing on employee welfare, working conditions, environmental impact, and product safety. These audits also include checks on hygiene management systems and customer service capabilities. We assess environmental performance using ISO 14001 benchmarks and work with our suppliers to reduce non-recyclable materials in their packaging and products.

In 2024, Bunzl introduced a new ESG risk assessment methodology, expanding our due diligence to include a broader range of risks including bribery, health & safety, and environmental practices. Developed in partnership with leading global assurance specialist, this data-led approach uses more than 20,000 social and environmental audits, public domain data, and real-time risk monitoring to strengthen transparency across our global supply chain.

Through this evolving approach, BCHS continues to drive forward responsible sourcing, enabling us to offer sustainable products and solutions to our customers.

Sustainability Accreditation

Responsible Minerals Initiative

GOLD Supply Chain Sustainability SCHOOL

nqa ISO 14001 Environmental Management

nqa ISO 45001 Health & Safety Management

nqa ISO 9001 Quality Management



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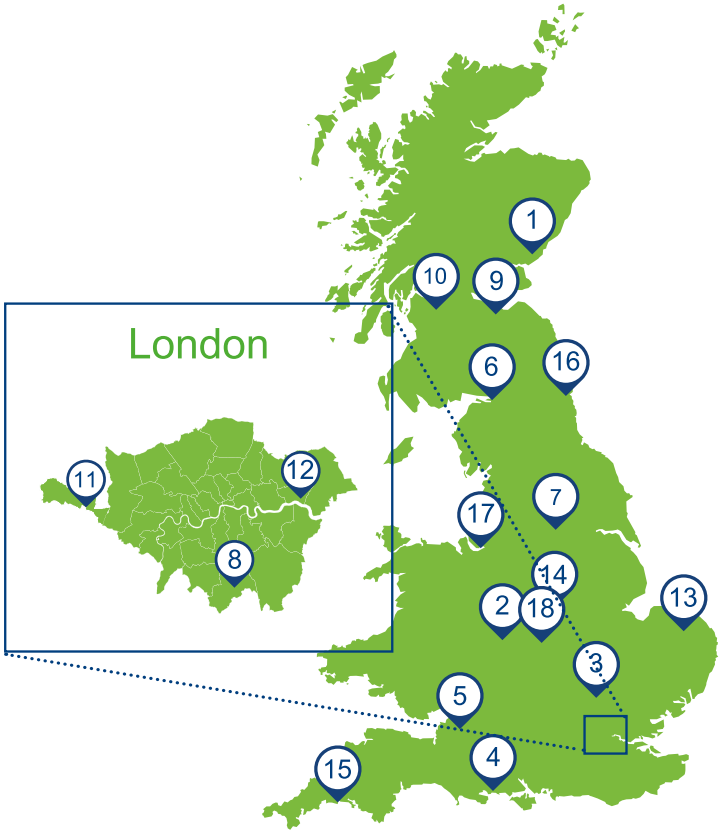
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