

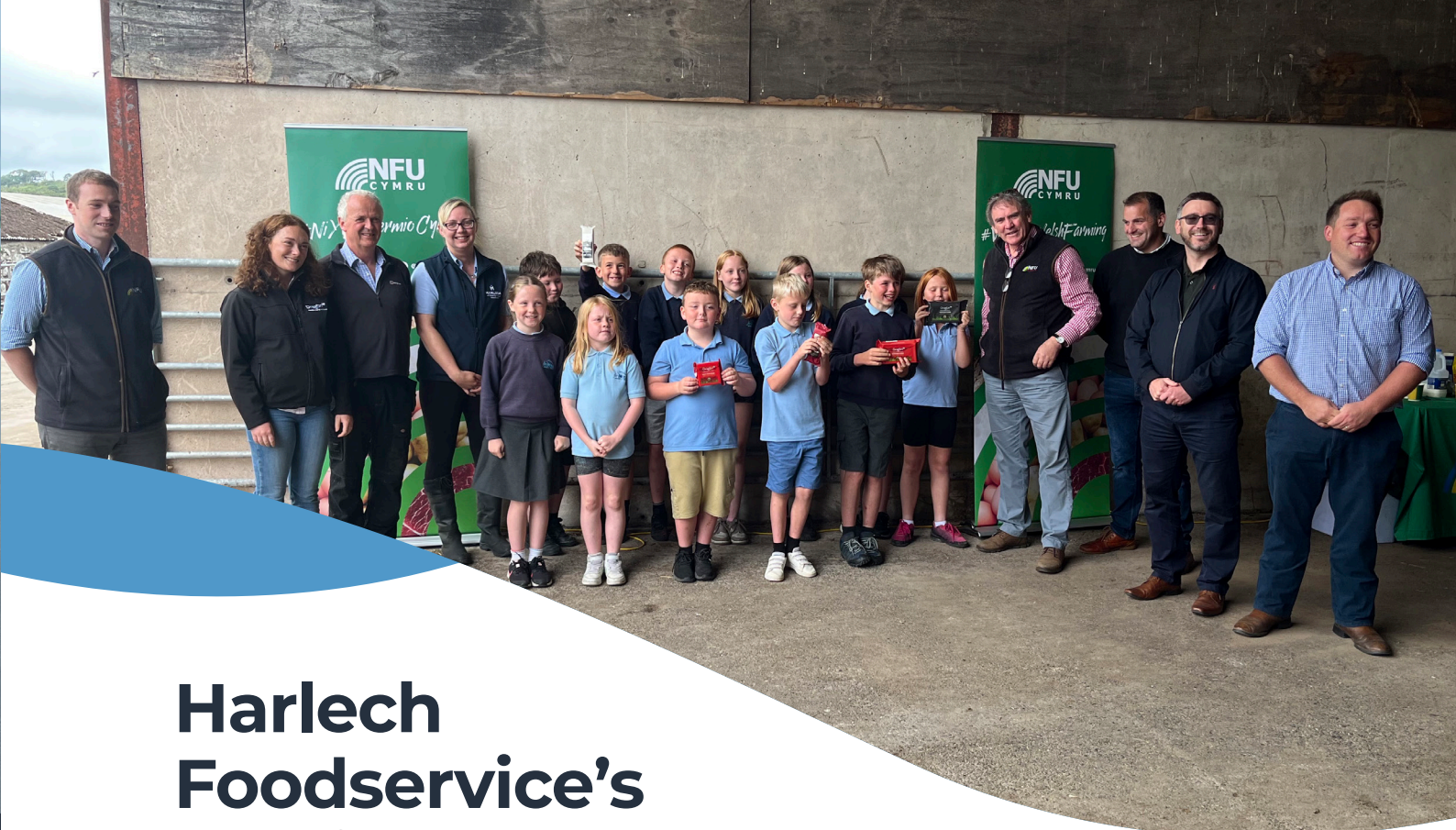


HARLECH

EST **FOODSERVICE** 1972

GWASANAETH BWYD

ESG REPORT
2024/25



Message from the Foskett family and leadership team

Harlech Foodservice, more than half a century since its inception, remains an independent, family owned and managed company with award-winning customer service and a commitment to excellence at its core.

The company employs more than 250 full-time members of staff, offers in excess of 4,000 product lines, and distributes throughout the whole of Wales, the North West of England, and West Midlands.

We are passionate about what we do and dedicated to delivering the highest quality to all our customers, to whom we offer ambient, frozen and chilled foods, fresh fruit and vegetables, grocery, and impulse / scooping ice cream, as well as cleaning and disposable items.

Harlech Foodservice works closely with caterers and chefs as well as management within the public, health, and education sectors.

We cover all aspects of foodservice, be they in-house or run by caterers. This covers NHS and private hospitals, government departments, school meals in both state and independent schools, nursing homes, meals on wheels and welfare, police, fire, and MoD, as well as onboard travel catering.

Our aim is to ensure we meet the needs of everyone and be regarded as one of the most reliable and efficient foodservice suppliers. One phone call, one invoice, one delivery.

We are very proud to have been awarded Food Wholesaler of the Year at The Caterer's Supplier Awards 2025.

In addition, we were finalists for Regional Wholesaler of the Year at The Grocer Gold Awards 2025 and nominated for Outstanding Supplier of the Year Award 2025 at the LACA Awards for Excellence.

Harlech Foodservice is also a member of wholesale buying cooperative The Country Range Group (CRG) and the Foodservice Packaging Association, which actively discusses reducing the packaging used to contain and distribute products with manufacturers.

Harlech Foodservice's ESG journey – our continuous efforts

Since 1972, we have always strived to deliver quality services, all whilst respecting the communities and environments we work within.

This is exemplified in our strategic approach to engaging with our stakeholders in a variety of ways.

To progress our net zero by 2050 target, we have invested in carbon efficient vehicles, utilised solar panels on the roof of our head office in Criccieth, and completed a feasibility study on reusing refrigeration waste heat to provide hot water.

We also actively sought to improve people's lives through fundraising and sponsoring a range of charitable causes including Hope House Tŷ Gobaith, Mental Health Foundation, and the Wales Air Ambulance Charity.

Supporting community football clubs and supplying groceries, toiletries, and treats to hospitals, food banks, and schools has also been on our list of activities.

We have also helped the running of several events including the Go North Wales Tourism Awards and RNLI and Mountain Rescue events.

Alongside these initiatives, we have fostered connections with educational providers to reach the next generation.

We backed the "Eat Them to Defeat Them" campaign to encourage primary school pupils across Shropshire to consume more vegetables and promote a nutritious diet.

We organised a Food and Fun School Holiday enrichment programme to encourage healthy living, cooking pizzas with students in Gwynedd and Denbighshire.

In addition, the NFU Farm to Fork Event, held at Ynysgain Farm, Llanystumdwy, saw local school children learn how one of our cheese products delivered to the village school has a total of just 11 food miles.

Alongside supporting young people with placements and seasonal employment, we have seen warehouse staff work towards an NVQ level two in warehouse and distribution, as well as promoting further training opportunities at the Invest In Skills: Invest in Growth conference.

Boosting people's employability has also been a priority for us, as we donated food and drink for those undertaking education and employment courses held at Ynys Angharad War Memorial, Pontypridd.

Environmental

We are proactively taking steps to reduce our carbon footprint in alignment with the UK Government's ambitious net zero by 2050 target.

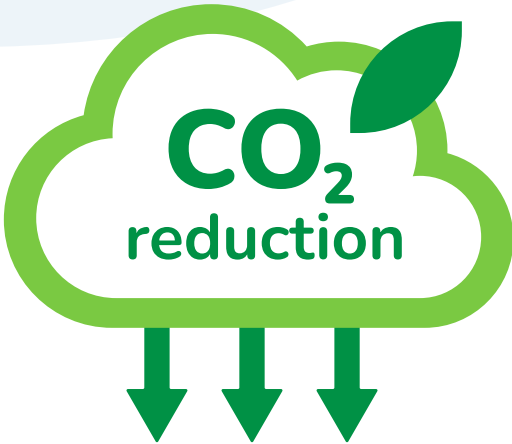
To achieve this, we have taken several measures including:

- Installing air conditioning units that can also provide heat to eradicate our reliance on gas
- Undertaking a feasibility study to explore how we can reuse heat from our new refrigeration units to supply hot water for our head office
- Continually recycling waste to avoid landfill where possible
- Utilising and continuously seeking the most carbon efficient transport vehicles
- Studying the feasibility of updating sales fleet to fully electric vehicles

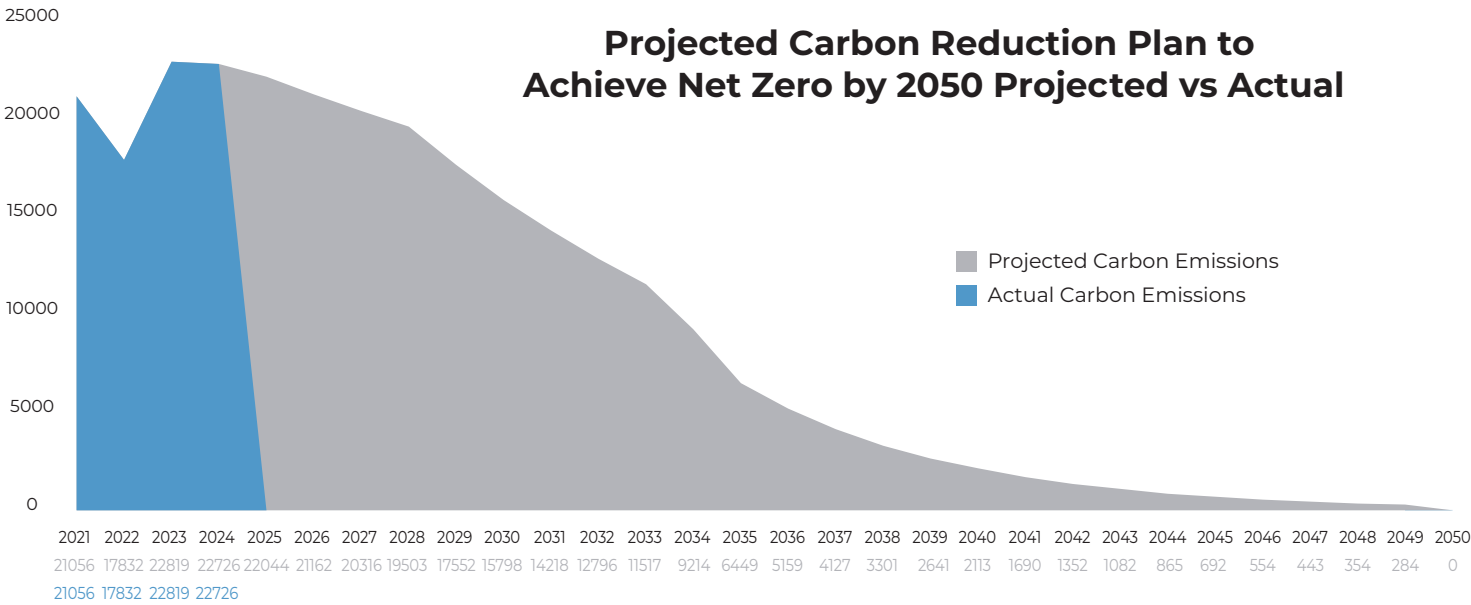
Alongside our initiatives, we are also a member of wholesale buying cooperative The Country Range Group (CRG) and trade association the Foodservice Packaging Association (FPA).

These memberships ensure we have a clearer understanding on how to proactively improve our sustainability throughout our supply chain, for example, by reducing the packaging used to contain and distribute products with manufacturers.

In addition, since 2017 we have held the Green Dragon Environmental Standard Level Two, which is awarded to organisations that can demonstrate effective environmental management and that are taking action to understand, monitor, and control their impacts on the environment.



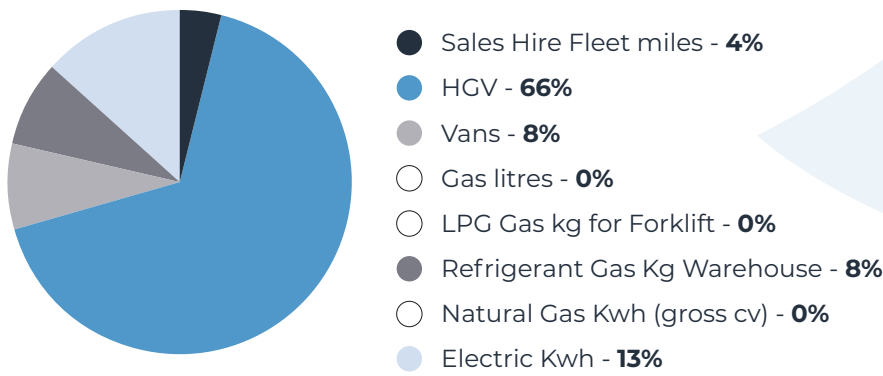
Projected Carbon Reduction Plan to Achieve Net Zero by 2050 Projected vs Actual



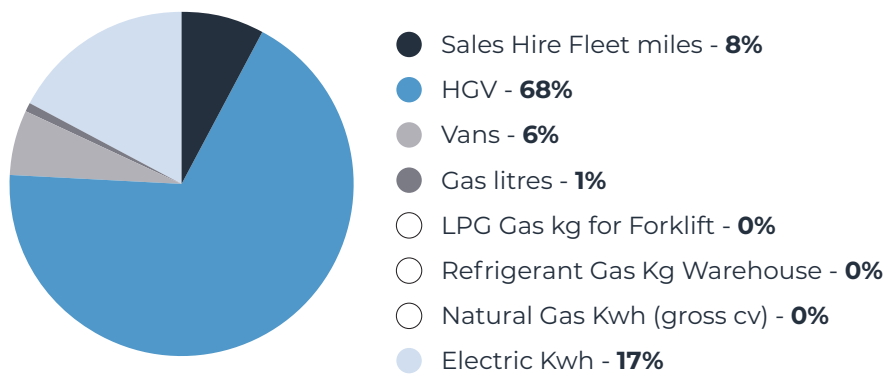
Scope One and Two

Our determination to reduce our carbon emission is evident in our data. By diligently monitoring our environmental impact, we can see we've reduced CO2e tonnes from our HGVs by nearly 10 per cent between 2023 to 2024.

2023 % CO2e Tonnes

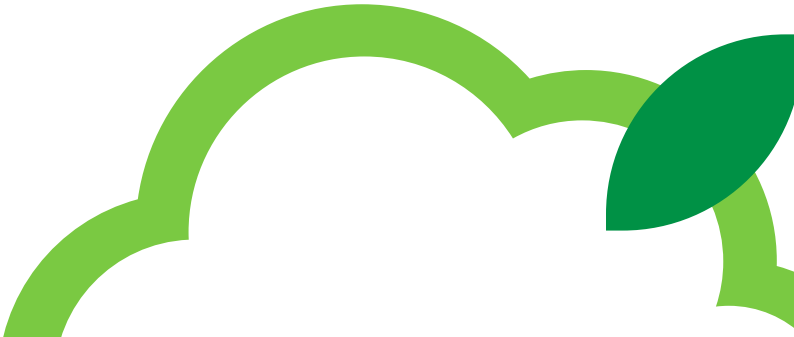


2024 % CO2e Tonnes



Featuring transport and gas (scope one), electric (scope two), and indirect greenhouse gas emissions (scope three), comparisons between 2023 and 2024 show a reduction to 22,726.06 tonnes of CO2e from 22,818.81.

We used the Standard Industrial Classification (SIC) code to calculate our third-party carrier CO2e. By working closely with manufacturers and producers to collate all initiatives and actions, we not only reduce our emissions but also improve our reporting.



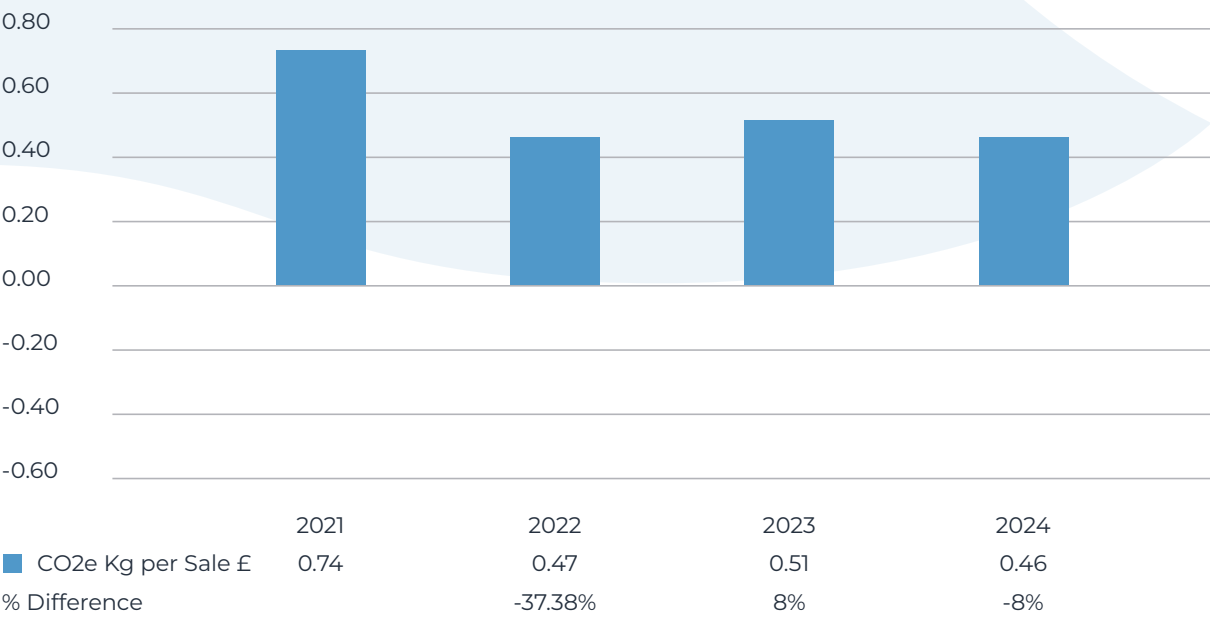
Scope Three

By 2026/27, scope three is required as part of tenders worth more than £5 million by certain public sector organisations.

While Harlech already actions the majority of this, our monitoring of the above allows us to see the difference it makes.

It is estimated that we save 67 tonnes of CO2e per year for our main waste streams, whilst a further 14 tonnes is prevented by avoiding landfill and ensuring all food waste is used to produce displacement fossil fuel.

CO2e (kg) per Sale (£) by Year



Using this cost per sale data has enabled us to give information to our public sector customers so they can use it towards their journey to net zero. This cost per sale is now proving invaluable to help customers with their Co2e calculations.

As we strive to achieve net zero by 2050, we will be monitoring our suppliers to see if they are reducing their carbon footprint, which impacts ours.

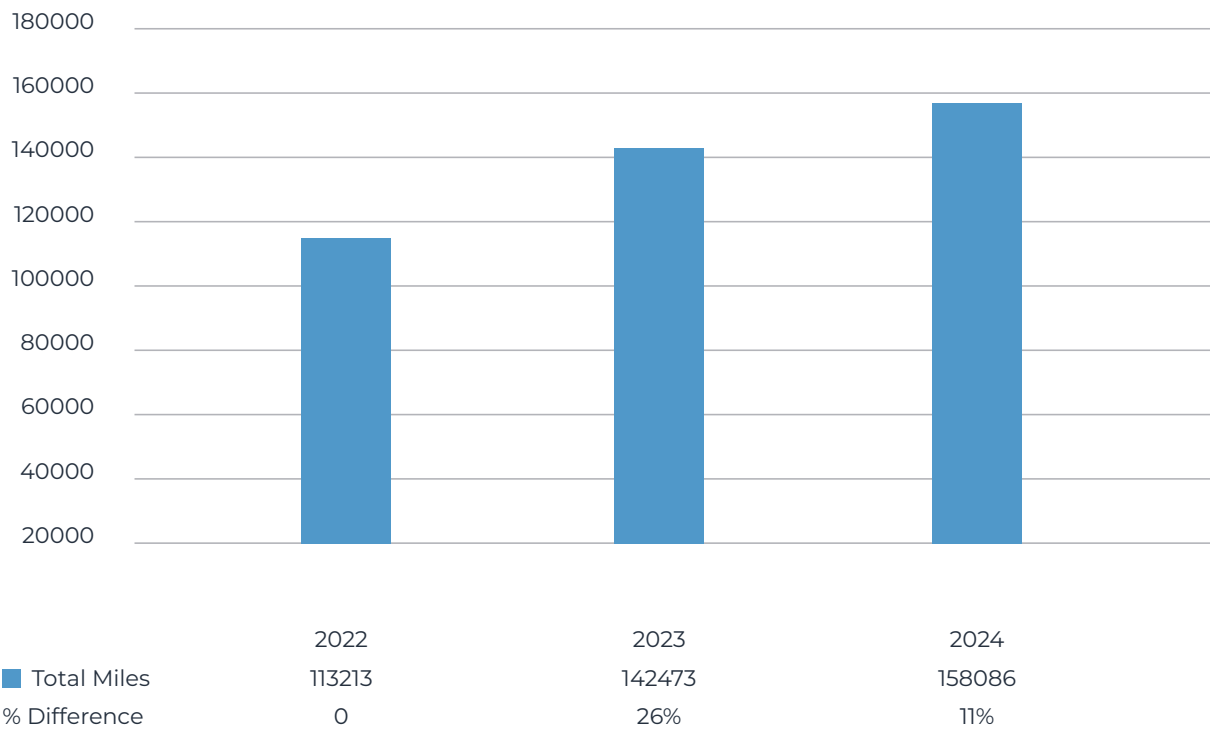


Social

Food Miles

Ensuring that our delivery mileage is kept to a minimum has been a real focus area, with increased backhaul and collecting from producers using vehicles already in situ top of the agenda.

Backhaul Miles



We are working with an ever-growing number of Wales-based suppliers, which highlights our desire to remain loyal to the economy around us, but also our quest to deliver the best produce wherever it originates from.



To ensure we maintain our promise to deliver quality produce, we routinely audit our suppliers via a comprehensive questionnaire. The form assesses each company's compliance with regulations and accreditations including:

- The Roundtable on Sustainable Palm Oil – promoting the growth and use of sustainable palm oil products through global standards
- Red Tractor – certification comprising a number of farm assurance schemes for food products
- Marine Stewardship Council (MSC) – a way of showing that a fishery meets international best practice for sustainable fishing

There also remains a focus on people, whatever stage of their career or Harlech journey they are at.

As we continue to expand, we're excited to offer fulfilling job opportunities, including the recruitment of three apprentices to join our operational team within the next 12 months. With experience delivering apprenticeships, we look forward to strengthening the skillsets of our new team members.

In addition, 20 per cent of our 200-plus employees have been promoted.

A particular highlight came as we were named one of the best medium-sized organisations to work for by the Sunday Times.



Community

It is integral that we give back to the communities we work within. As such, we have donated more than £50,000 to a wide variety of charitable causes, including:

- Fundraising £250 for Hope House Ty Gobaith through a food expo and donated 180 culinary goody bags to terminally ill children
- Raising £300 for the Mental Health Foundation to support those with poor mental wellbeing
- Raising vital funds for the Wales Air Ambulance Charity
- Donating ice creams to patients on the Llynfor Ward, Bryn Beryl Hospital, Pwllheli to keep patients and staff cool during extremely hot weather
- Helping nine Shropshire schools join the "Eat Them to Defeat Them" campaign to boost vegetable consumption in primary schools
- Sponsoring a duck for the Countess of Chester Hospital Duck Race fundraiser
- Donating hampers to various organisations and clubs for raffles and fundraisers
- Donating food and toiletries to 10 Rhondda Cynon Taf schools for the Big Bocs Bwyd "Pay As You Feel" schoolyard shop; contributions are reinvested in stock
- Providing Easter eggs to Tŷ Catrin in Rhondda Cynon Taf, which works to build better futures for local children through fostering
- Donating 50 Easter eggs, groceries, and toiletries to Chester Aid to the Homeless for its 50th anniversary and 20 Easter eggs to Banc Bwyd Pwllheli Foodbank
- Providing food for the SheUltra event raising funds for women's cancer charities
- Contributing to fundraising for Carmarthen Town Golds Football Club to help players go on tour
- Supporting Abersoch RNLI fundraising with napkins and food
- Sponsoring the Shearing Competition at Pwllheli RFC
- Donating groceries for the Eryri Young Farmers Rally at Oriel Plas y Weddw, attended by 11 regional clubs
- Providing drinks for a large Roman re-enactment at Park in the Past, Wrexham
- Donating products to Nanny Biscuit charity for a community party for a terminally ill one-year-old
- Participated in, marshalled, and donated to the Pub-to-Pub Half Marathon at Bear Inns, Cheshire
- Sponsoring football kit for Winsford United FC
- Donating to Glynllifon College prize giving
- Sponsoring Aberystwyth Town Football Club
- Donating food and drink to support education and employment courses at Ynys Angharad War Memorial, Pontypridd
- Agreeing a three-year sponsorship for the Go North Wales Tourism Awards

Governance

We are always looking to uphold high ethical standards, ensuring all our employees and visitors operate in a healthy and safe environment. This commitment is reflected in our facilities and our people.

To protect staff and stock, we installed a Rack Collapse Prevention safety system in our 6m, 300-rack frozen store in Gwynedd, mitigating the risk of accidental damage by always keeping racking upright.

Head of operations Ian Evans said: “By integrating such advanced safety measures, we not only enhance our operational efficiency but also reaffirm our dedication to the health and safety of every member of our team.”

We’ve continued actioning our £6m expansion plan by acquiring fruit and vegetable wholesaler Oren Foods and opening a new depot in Carmarthen, South West Wales. We also partnered with Farrall’s Group to utilise spare capacity at its depot in Telford, Shropshire; a move that will improve access to the West Midlands.

- To further support our operations, we maintain a robust portfolio of accreditations including:
- A Cleaning & Hygiene Suppliers Association (CHSA) accredited distributor membership demonstrating the highest hygiene standards across operations and supply chains
 - An STS Food Safety Certification achieved through rigorous procedures and drawing on more than 50 years’ expertise delivering frozen goods
 - Green Dragon Environmental Standard level two courtesy of demonstrating effective environmental management since 2017
 - Nutritional data, dietary advice, and allergen information provided for caterers through Erudus
 - A Hazard Analysis and Critical Control Points (HACCP) system to help manage potential food safety hazards
 - A Threat Assessment and Critical Control Points (TACCP) system to safeguard against tampering, intentional adulteration, and contamination
 - A Vulnerability Assessment and Critical Control Points (VACCP) system to protect against economically motivated adulteration in the supply chain
 - The Armed Forces Covenant Bronze Award recognising our commitment to supporting the armed forces community

In addition, we are ambassador members of Net Zero North Wales, which aims to unite key businesses and organisations to discuss important elements related to decarbonisation and the journey to net zero.

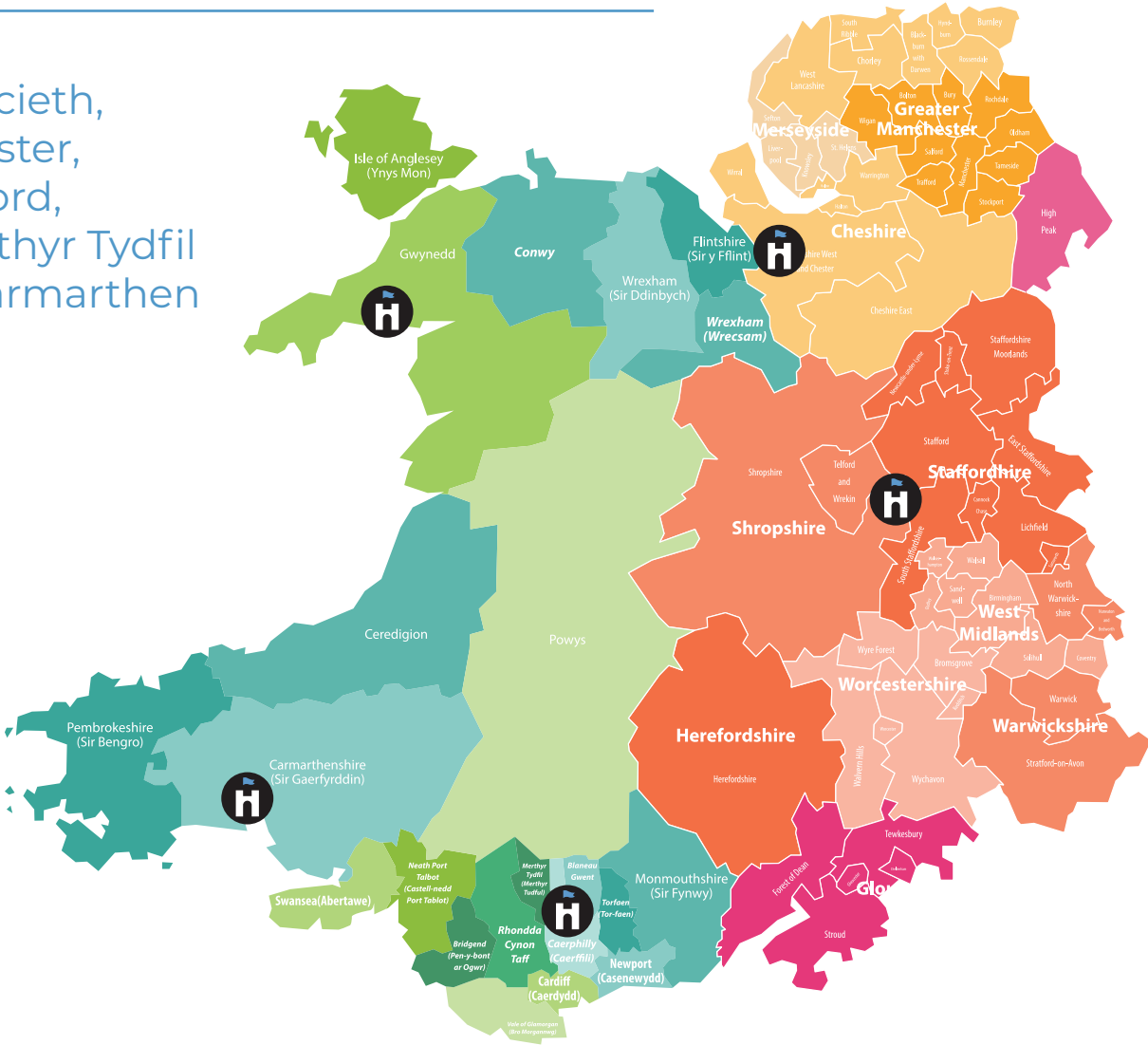
We have welcomed the group to our head office for a tour and been part of a visit to Grŵp Llandrillo Menai’s Bangor campus.

We were also able to celebrate a remarkable milestone as our finance director Mike Clishem hit a quarter of a century with Harlech Foodservice, reflecting his long-standing commitment and contribution to our growth and operational success.



Distribution Area & Depot Locations

Criccieth,
Chester,
Telford,
Merthyr Tydfil
& Carmarthen





Did you know?

Here are some of the eye-catching facts and figures associated with our dedication to improve.

We have:

- Donated more than £50,000 to a wide variety of charitable causes, initiatives, and organisations
- Reduced scope one, two, and three CO₂e from 22,818.81 tonnes to 22,726.06
- Reduced CO₂e tonnes from our HGVs by nearly 10 per cent
- Saved 67 tonnes of CO₂e per year via our main waste streams
- Saved 14 tonnes of CO₂e by avoiding landfill and ensuring all food waste is used to produce displacement fossil fuel
- Significantly enhanced health and safety by installing a Rack Collapse Prevention safety system in our 6m, 300-rack frozen store in Gwynedd

HEAD OFFICE

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