



Sustainability Report 2023

*Spreading biscuit magic,
sustainably*



At Biscuiteers, we love being there for those milestone moments, but we know that even our beautifully hand-iced biscuits have an impact on our planet.

That's why we're taking steps to reduce our carbon footprint, and commit to a greener future.

Read on to see what we've achieved so far, as well as some big ambitions for the future...

What we're doing...



Our commitment

We know that creating a world of thoughtful gifters requires us to have a thoughtful approach to sustainability. We're focusing on being accountable for our impact on the planet and laying out our core commitments.

We're committing to be net zero by 2030

To achieve this goal we are focused on 6 main areas

1. Reducing carbon emissions
2. Reducing waste
3. Sourcing locally
4. 100% fully recyclable packaging
5. Supporting the community for a better future
6. Staff





Reducing
carbon
emissions

Reducing carbon emissions

As a brand committed to sustainability, we are continuously taking steps to measure and reduce our environmental impact.

To this end, we have been working closely with our local authority to access support from **Better Future+** and Climate Essential, with the aim of reducing our carbon footprint. We have established 2021 as our baseline for measuring our carbon footprint and are committed to reducing our emissions.



Measuring our baseline

We're pleased to report that our CO₂ emissions from our main production unit came in at 202,000kgs per year. This is less than the emissions produced in a single day of flights from Heathrow to the US.

We measure our carbon using an online Carbon management system from Climate Essentials. We are currently measuring production Scope 1 and 2 emissions.



Reducing our footprint at the Ministry

Whilst our carbon footprint out performs other UK businesses by a significant margin we are aware that there is more we can do to reduce our impact. In 2019 we moved to our lovely new home The Ministry of Biscuits. As well as uniting all areas of the business, it has also been an opportunity to streamline our production, bringing everything together under one roof and improving efficiencies.

Here are some of the initiatives we have actioned at The Ministry of Biscuits

- We have invested in inline drying of our biscuits which reduced drying time and associated energy use by 25%.
- We've made sure we only use LED lighting in the building, which uses less electricity for the same output.
- We've also set up motion sensors in our production areas to manage energy use and ensure we only have lights on when needed.
- AA rating is now a key factor when purchasing new equipment and we carry out preventative maintenance for all equipment.
- Working with a cleaning company who only uses environmentally friendly products.
- Cycle to work scheme.



Reducing our footprint at the Ministry

We know it's everyone's responsibility to reduce our footprint wherever possible and we've been working hard to encourage greener practices amongst our staff.

Commuting to work

We encourage our staff to commute in an environmentally responsible way and are working on reducing the number of staff who drive into the office. One key way is our participation in the Cycle to work scheme which allows staff to make significant savings on bike purchases. We also have a fleet of bikes that are available for staff to borrow if they do not wish to purchase a bike of their own.

Cutting paper

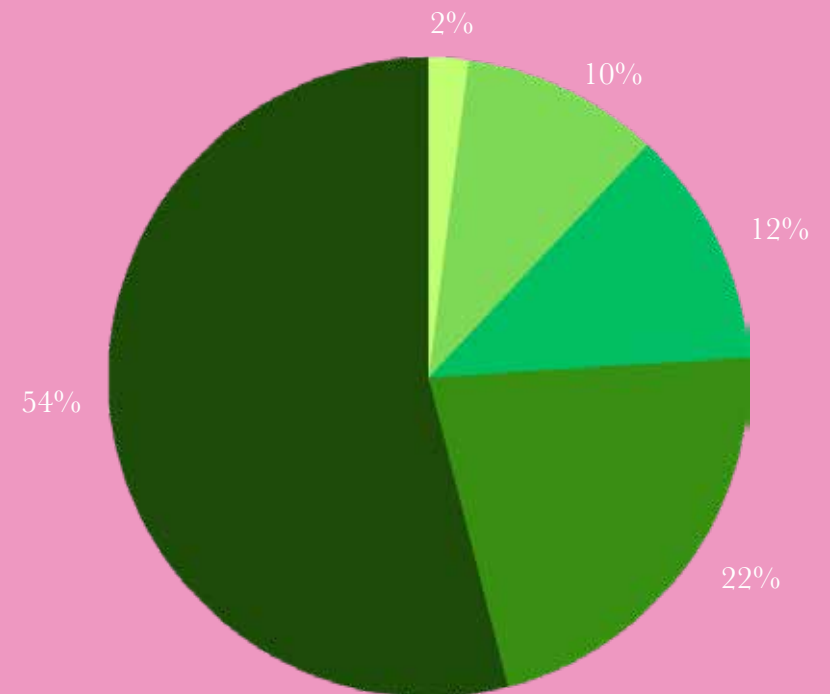
We're working hard to reduce our paper usage across the business. We have taken our design process from paper to tablet and are working to a completely paperless production area this year.

Segregating waste

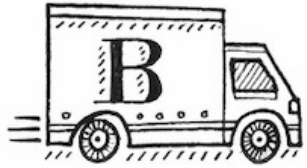
We've been busy ensuring all of our non-commercial waste is disposed of in the most environmental way possible. We have recycling bins set up across all of our break areas and in our boutiques and encourage staff to be responsible with waste.

How our staff get to work

- Car share: 2%
- Car: 10%
- Cycle: 12%
- Walk: 22%
- Public transport: 54%



Greener Deliveries



Greener deliveries

We've also thought about our own delivery methods too. 92% of our online orders are delivered via Royal Mail which has the lowest emissions per parcel of any UK courier and two thirds are delivered on foot. We've also switched to using an electric van for deliveries between the Ministry of Biscuits and our two London boutiques.

Royal Mail Deliveries

We use Royal Mail for the majority of our deliveries. Royal Mail have the lowest reported carbon emissions per parcel of any major UK delivery company.



Outer boxes are plastic free

Single use plastics are a huge part of our everyday life, but we can all do something to reduce the amount we use. All of our delivery packaging is recyclable and recently we've replaced cellotape with a plastic free alternative, making our outer boxes plastic free too.





What's next for 2023-24



1. Implement an energy management system that will allow us to control energy usage across different sections of the business
2. Establish a team of green leaders that will champion green practices at the Ministry of Biscuits
3. Continue annual carbon foot print measurement & review emissions





Reducing

waste

Reducing waste

We have taken action to ensure that all of our waste is disposed of in an environmentally responsible manner and we are exploring ways to minimise our impact on the environment.

Our commitment

We're proud to be zero waste to landfill.

In 2023 we are focused on further segregating our recycling waste and eliminating single use items.



The background features a stylized, abstract design with large, irregular shapes in red, blue, and white. The shapes are outlined in a thin grey line and are arranged in a way that suggests a flag or a decorative pattern. The text "Sourcing locally" is centered in a white serif font against a red background.

Sourcing locally



Our ingredients

As a British brand we use **British ingredients** and all of our biscuits have a declared UK origin.

Beyond keeping our delivery miles low, we also have some key principles for our biscuits. We work to a set of guiding principles, namely that we shop locally and we use natural ingredients wherever possible.

We're proud that our biscuits are Palm Oil free!

Palm oil is a type of vegetable oil that is widely used in many consumer products, including food, cosmetics, and cleaning products. However, the production of palm oil has been linked to deforestation, habitat destruction, and other environmental impacts. By not using palm oil, we can help to protect ecosystems and reduce our environmental footprint.

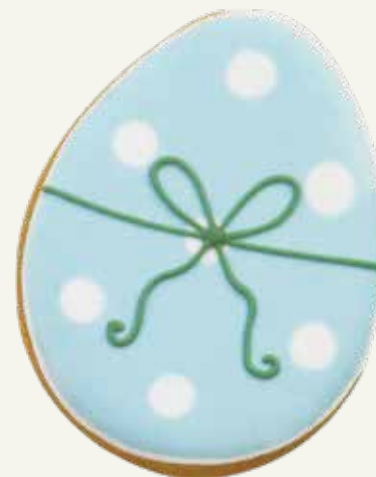
Universally compliant colours

We have changed the colours we use, making them compliant with US and EU legislation. This move to universally compliant colours means we can reduce production runs which helps reduce waste and lowers emissions.

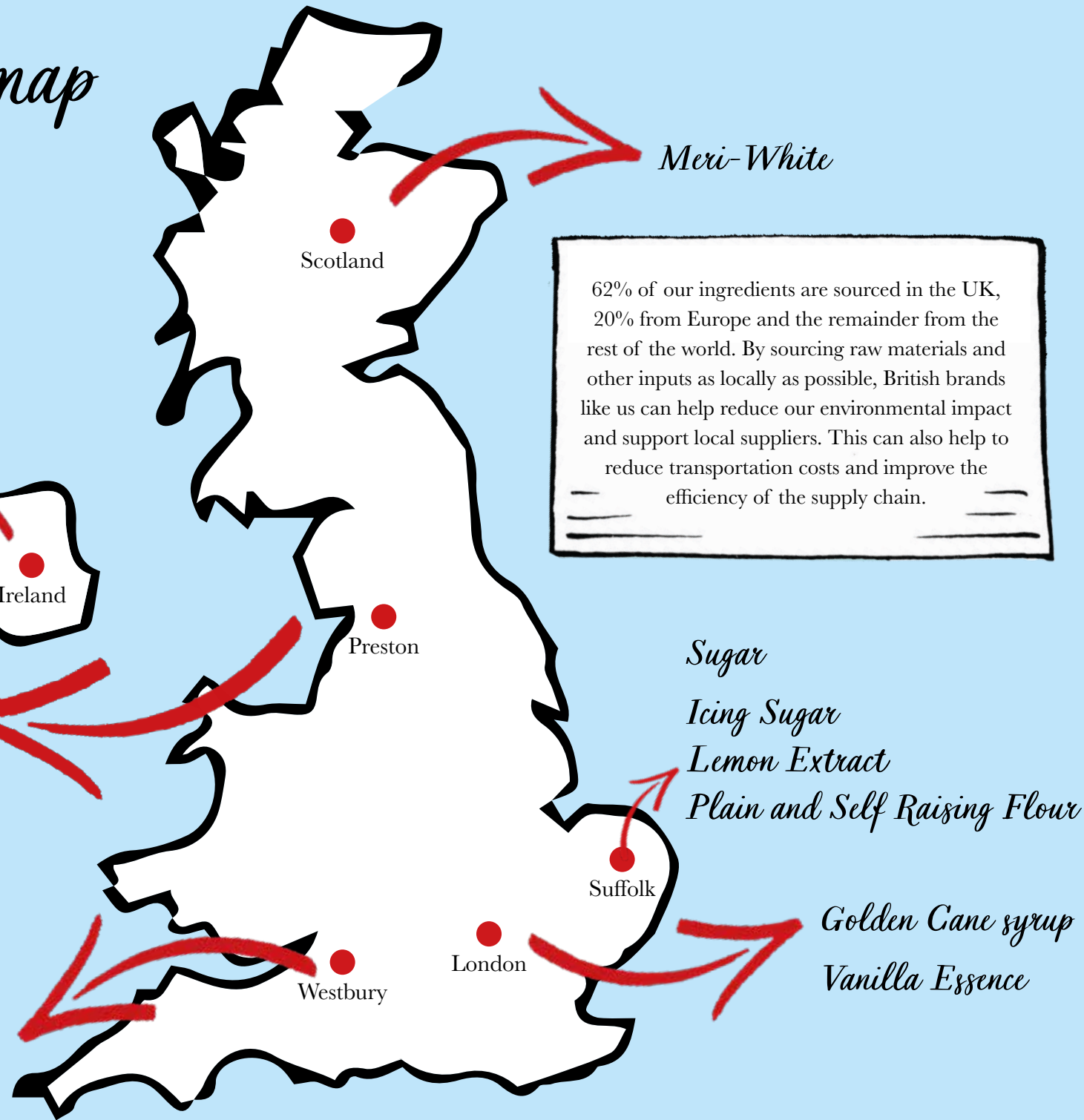
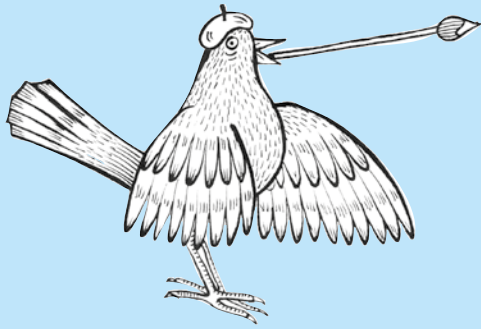


Free range British eggs

Our biscuit bake only uses free range eggs. We believe in happy hens that can roam freely and have access to the great outdoors, rather than being kept in confined spaces. This can lead to improved animal welfare and a more natural environment for the chickens. In addition, free range farming can also have positive environmental impacts, such as reduced greenhouse gas emissions and reduced water use.



Our ingredient map



62% of our ingredients are sourced in the UK, 20% from Europe and the remainder from the rest of the world. By sourcing raw materials and other inputs as locally as possible, British brands like us can help reduce our environmental impact and support local suppliers. This can also help to reduce transportation costs and improve the efficiency of the supply chain.

Salted Butter

Meri-White

Ireland

Scotland

Preston

Sugar

Icing Sugar

Lemon Extract

Plain and Self Raising Flour

Suffolk

Golden Cane syrup

Vanilla Essence

Free Range Pasteurised Egg

Plain Flour

London

Salted Butter

Westbury

Fully recyclable packaging
SUISSE



100%



Recyclable Packaging

Packaging plays a critical role in protecting and preserving products, but it also has a significant impact on the environment. We've been putting in extra effort to make our packaging more eco-friendly.



97% of products sold last year were fully recyclable.

We're super proud of that fact and it includes all of our biscuits, chocolates, macarons, dog treats and additional treats such as Biscuiteers prosecco & tea.

We only use recyclable cardboard packaging for delivery and paper packing peanuts & paper for fragile products.

Our focus now turns to updating all packaging to include recycling instructions to better support customers in their green practices.

Encouraging reusability

We specifically designed our beautiful tins so they can be reused. Using reusable tins can help to reduce waste and packaging, as these containers can be used multiple times before they need to be disposed of. This can also help to save resources, as the production of new packaging can be resource intensive.

Use your tin as a future biscuit box, plant pot or even a lunch box - the possibilities are endless!



Plastic free

We are thrilled to announce that we have succeeded in eliminating the plastic coating on the glassine pads that safeguard our biscuits! This is a huge win for us as it means the vast majority of our biscuit products are now plastic free!

Biodegradable cellophane

As a food business there are times where we have to individually package our products, including in our London boutiques. We're pleased to say we have swapped plastic for biodegradable cellophane that is compostable.

Reducing impact of paper

Our lovely catalogues are manufactured in accordance with ISO certified standards for environmental, quality and energy management. We're proud to work with a supplier who has carbon offset the paper we use through the World Land Trust. The paper also comes from FSC certified sources, and we only print using environmentally-friendly vegetable or soya based inks. We are aiming for a paper free office and production area.





FRESH
VEG



Supporting the local economy

We help support local businesses and the local economy. This can have a positive ripple effect, as the money that you spend locally is more likely to stay in the local community and be reinvested. By producing goods and services in the UK, British brands can contribute to the economic development of the country. This can include creating jobs and supporting small businesses that are part of the supply chain.

200 Jobs created

It takes a lot of people to keep Biscuiteers running, and we are really proud of employing 200 people. British brands like us that manufacture products or provide services in the UK can help create jobs for local workers. We work closely with the National Bakery School at Southbank University and offer placements and training for students to support their education. We also work closely with our local authorities in Merton & Wimbledon when looking to hire for all of our roles.

Source Local

By sourcing raw materials and other inputs as locally as possible, British brands like us can help reduce our environmental impact and support local suppliers. This can also help to reduce transportation costs and improve the efficiency of the supply chain.





Our Staff

We believe that our staff are the cornerstone of our success. We are proud to offer comprehensive wellness programmes to support their physical and mental health, including free physiotherapy services. Over the past year, our team has treated over 40 staff members, promoting a healthy and productive work environment. We have a thriving social committee, known as the Jollies, who organise regular staff events, from quizzes through to cheese and wine evenings. We provide daily breakfast for all staff - we all know breakfast is the most important meal of the day! We are committed to creating a sustainable and supportive workplace for our employees, and we believe that investing in their well-being is a key factor in achieving our sustainability goals. We also have a thriving online staff community through Facebook Workplace. This online space joins all of our staff together, from the stores, to production and office and ensures that there is a space for communication and celebration across the entire business.

Introducing the Green Committee

A dedicated group of individuals who are committed to improving our sustainability efforts from the ground up. Whether it's reducing our carbon footprint or promoting wellness, the Green Team are here to make positive changes that benefit both the planet and our people.

Meet Ian, Green Team Volunteer...

Why did I volunteer to join the Green Team?

I have been with the business for just over 12 months and it was easy to see that the sustainability agenda was very active and fully supported by the owners, with a lot already achieved. It was also clear that the potential to do more was significant, and I wanted to be involved in that effort from the start, and perhaps help shape it in some way.

What do I hope to achieve?

Everyone in the business to be as committed and engaged in sustainable practice as the Green Team.

Sustainability impacts and considerations to be a natural part of all business decisions.

Biscuiteers' sustainability model to be seen as the industry standard.



Garden

We have converted a carpark into a garden at The Ministry of Biscuits which not only provides a nice green space for staff but also contributes to protecting the environment as we've planted trees.

We've also started up our very own Biscuiteers greenhouse, with a gardening committee and a 'grow your own' veg scheme, perfect for office snacks.

We compost our own garden waste to reuse on the garden, and we plant flowers to attract bees and butterflies.



Partners

We're a member of **Walpole**, the official sector body uniting 250 of the UK's finest luxury brands, and we're also part of the **GREAT Britain** and Northern Ireland campaign, which champions the very best of the UK's rich heritage and creativity. Working with British partner brands and keeping our sourcing local and artisan where possible is a key part of our commitment to sustainable practices.

We choose to work with other great British brands like Sipsmith, Tregothnan, Godminster, Gusbourne and Wimbledon Beer which is just around the corner from the Ministry of Biscuits.





Together we have
raised over £120,000

Supporting Great Ormond Street

We are so proud to have supported GOSH for over 12 years. With the help of our brilliant customers, together we have raised over £120,000 for Great Ormond Street Hospital Children's Charity and we are so proud of what we've achieved.

To support GOSH, we've created a collection of beautiful biscuits themed around the ward names at Great Ormond Street Hospital. £5 from the sale of every biscuit tin in this collection will go to this important cause, along with £1.50 from each of the jolly gingers and £2.00 for letterbox biscuits. We also support GOSH with their events, donating biscuits and icing kits as well volunteering our support in person at their patient fun days.



Food donation

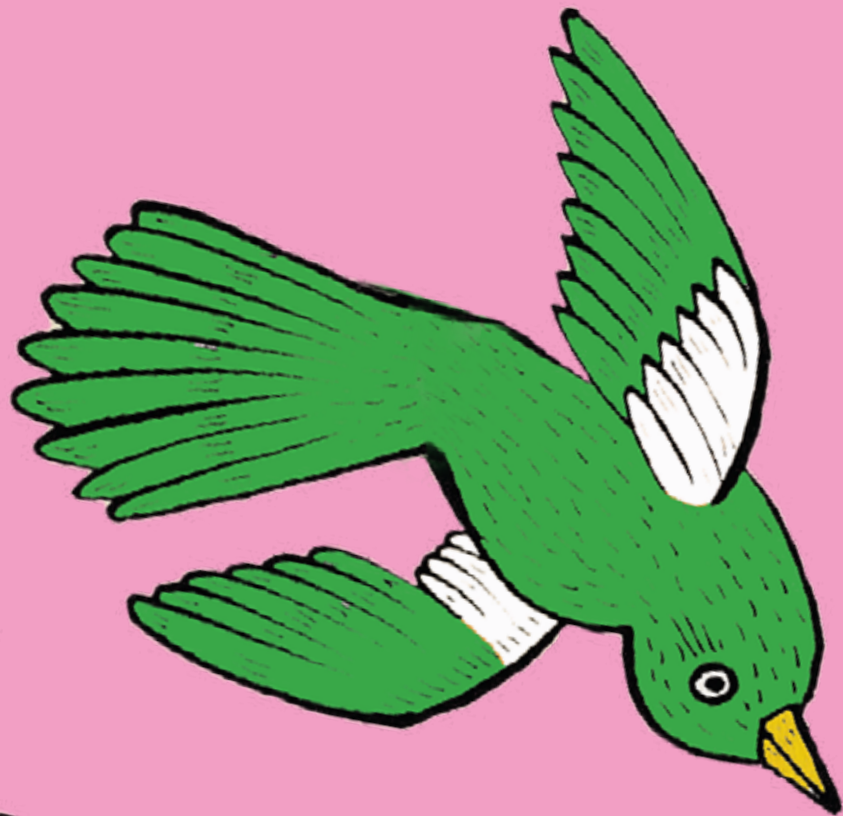
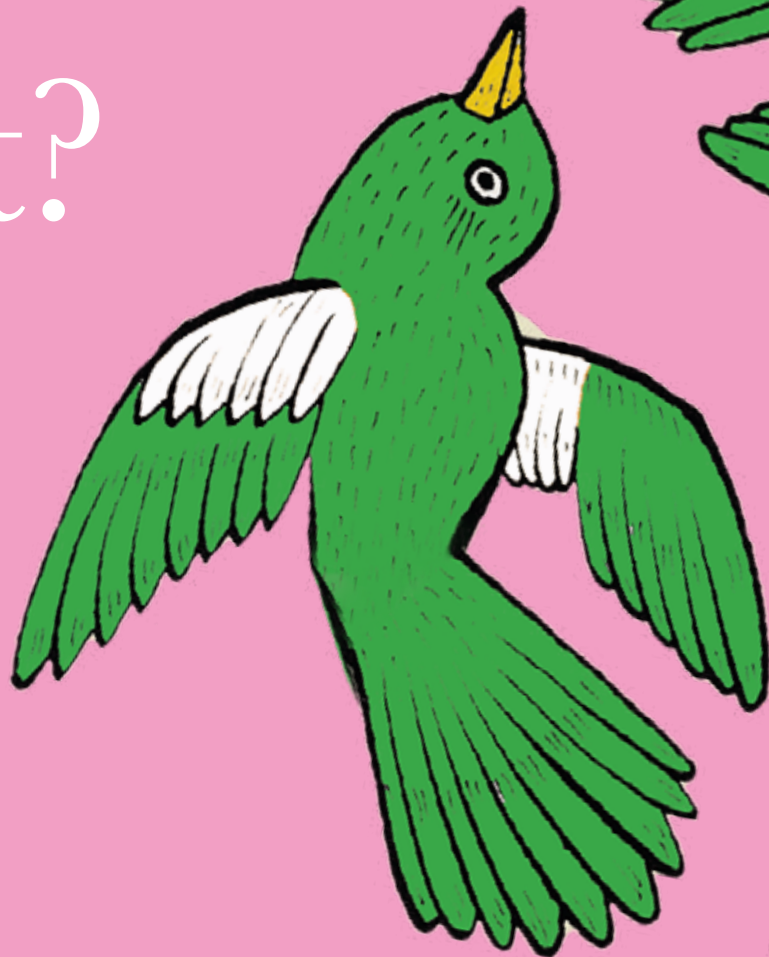
At Biscuiteers, we are committed to reducing food waste and supporting local communities. By partnering with these organisations, we are able to make a tangible impact on the lives of those in our community and help to address issues of food insecurity and poverty.

Our partners





What's
next?



Implement energy management system
Recycling instructions on all packaging
Establish team of green leaders
B Corp application in progress

2023-24



2025-26

Switch to green energy tariff
Establish a fully electric delivery fleet
Roadmap to eliminate single use items



Solar panels to cover our energy usage
Paid staff community days

2027-30



Our roadmap

It is clear that we have made significant progress in reducing our environmental impact, but there is still much more work to be done. Here are some of the milestones we're committed to achieving over the next few years.





Accreditation

Whilst holding ourselves accountable is key to driving positive sustainable behaviours, we know that accountability must also come from partners and third parties.

B Corp

We have begun the exciting journey to becoming B Corp accredited. We have begun our B Corp Impact Assessment which will hold all of our working practices from operations to HR accountable and mark the positive impact we are having on the planet and community.

Grosvenor sustainability award

We were thrilled to be shortlisted for the Grosvenor Sustainability Awards in 2022 which highlights the best of the Belgravia business community's sustainability efforts.

Better Future

We work closely with Better Futures London to help us measure our carbon footprint using the Climate Essentials carbon measurement tool.

Craft Bakers Association Sustainability Lead

Caroline Grant, our Production Director and our Green Team leader, is also the sustainability lead for the Craft Bakers Association and supports other craft bakery businesses in their sustainability efforts.



Corporate Social Responsibility

We know that our customers and our staff care deeply about the environment and that all businesses need to be putting sustainability at the heart of their working practices. As an artisanal business we make our own products by hand so this has always been part of our DNA but we are also determined to hold ourselves to account to put in place the most rigorous measures that we can to promote good practice and minimise our environmental impact for the long term, working with our staff, customers and senior team to effect real change.



Harriet Hastings
Co-founder





*Why send flowers when you
can send Biscuiteers?*

