



Sustainability GUIDE



Supporting Growth with Purpose, Our Evolving Journey

This marks the **second edition** of the Country Range Group's Sustainability Guide – a reflection not only of our environmental progress, but also of our initiatives and activities to support our local communities. Over the past year, our Group has experienced significant growth, with further expansion of our own brand portfolio, a 20% increase in Group sales and total turnover reaching £965 million by the end of 2024. In this time our membership has evolved too, we have seen unprecedented growth having welcomed eight new wholesalers who bring exciting opportunities, new ambitions and fresh challenges to our shared climate journey.

As a result of this growth, this year's data shows an **overall increase in carbon emissions** across the Group. However, this is not a setback, but

rather a **realignment of our baseline**. Many new members had no previous data from 2023, and some have entered with naturally higher footprints. Despite this, we remain committed to supporting all members – new and existing – in achieving their sustainability goals.



At the heart of this commitment is our ongoing collaboration with **ClimatePartner** – a global leader in climate action solutions. For over three years, they've helped us and our members define measurable goals, understand impact areas, and develop practical, transparent solutions that align with the **UN Sustainable Development Goals**.

Understanding Emissions: Scope 1, 2 & 3

We use internationally recognised frameworks to track and reduce emissions:

- **Scope 1** – Direct emissions from owned operations, such as facilities and fleets.
- **Scope 2** – Indirect emissions from purchased electricity and utilities.
- **Scope 3** – Indirect emissions from our wider activities (e.g., suppliers, commuting, waste).

Scope 3 is the most complex to assess and is currently being worked on through the collaboration of a number of members across the Group. We are working with members, suppliers, and ClimatePartner to better **identify and reduce Scope 3 emissions** – a critical piece of the sustainability puzzle.

GROUP STATS



34%

increase in Carbon Intensity
(tCO_{2e}) from 2023 – 2024



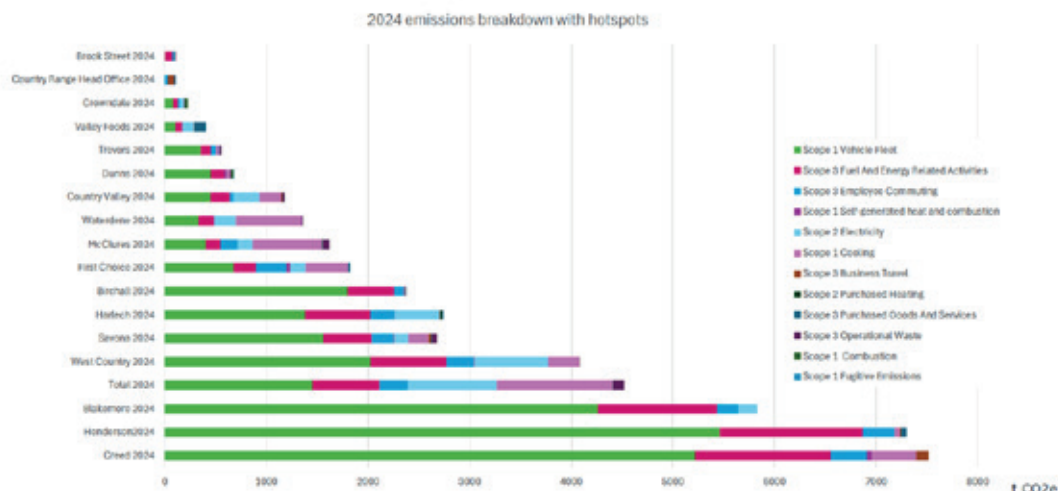
39%

increase in Carbon Footprint
(tCO_{2e}) from 2023 – 2024

EMISSIONS OVERVIEW: 2024 VS. 2023

In 2024:

- **6** new members joined the Group since our last sustainability report and 4 wholesalers have since merged.
- **Operational emissions** rose by **40%**, largely driven by increased fuel usage in vehicle fleets.
- **Carbon intensity** rose by **35%**, affected by the inclusion of new members with higher operational demands.
- **Vehicle emissions** remain the most significant source of carbon output across the Group.



Priorities Moving Forward

As our network grows, so does our potential for positive change. The following **key emission hot spots** will continue to be a major focus for reduction efforts across the Group:

- **Vehicle Fleets** – Transitioning to lower-emission or alternative fuel vehicles.
- **Commuting** – Supporting carpooling and flexible work models.
- **Electricity** – Boosting energy efficiency and switching to renewable sources.
- **Cooling Systems** – Reducing refrigerant leaks and modernising equipment.

These focus areas reflect where we can make the greatest impact quickly and collaboratively.



SUSTAINABILITY IN ACTION

Sustainability isn't just a metric – it's part of how we operate and influence the industry.

Through our **Operations Forum**, members share insights and best practice to tackle shared challenges, while our **Central Office trading team** ensures our product range meets evolving environmental standards. Together, we're embedding sustainability into every part of the Group.

Our **Country Range own brand** continues to support the industry – not just through packaging improvements, but by investing in future talent. We're proud to be **headline sponsor of the 2025/2026 Springboard FutureChef competition**, the UK's largest school cooking programme. With over 25,000 participants annually – and 24% entering the catering industry – this builds on our decade-long support of the Country Range Student Chef Challenge.

We also believe in using our platform for good. This year, CRG supported the **Mines Advisory Group's Bikes Against Bombs ride in Tanzania**, raising **£67,000** as part of a **£270,000** industry total to help clear landmines and support vulnerable communities.

At our **Annual Exhibition and Conference in Belfast**, over **£4.3 million in orders** were placed, but just as importantly, **1.51 tonnes of surplus stock** were donated to **FareShare**, supporting the local community by providing:

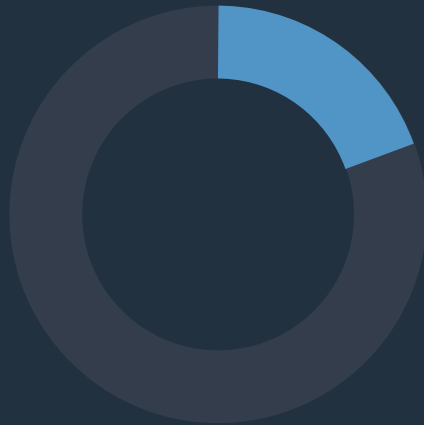
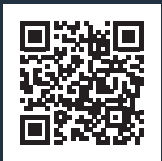
- **3,595 meals**
- Support for **22 charities**
- Avoidance of **3.02 tonnes of CO2e**

From collaboration to community, sustainability remains central to who we are – and where we're going.

Serious about sustainability and social responsibility

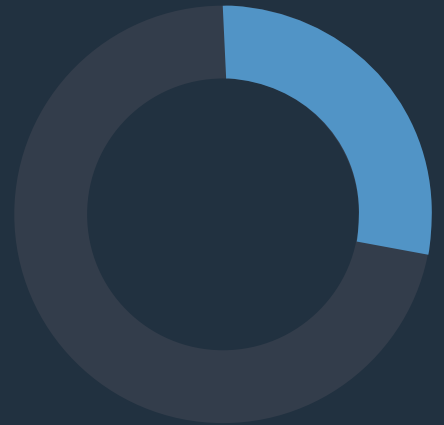
Harlech Foodservice is deeply committed to sustainability and social impact, integrating environmental responsibility and community engagement at the heart of our operations. Our actions reflect a clear focus on reducing our carbon footprint while supporting the people and communities we serve.

[Find out more](#)



18%

increase in Carbon Intensity
(tCO₂e) from 2023 – 2024



29%

increase in Carbon Footprint
(tCO₂e) from 2023 – 2024



CARBON EMISSIONS

Harlech Foodservice remains firmly committed to achieving Net Zero carbon emissions by 2050, in alignment with Welsh Government targets. We continue to reduce emissions across Scopes 1, 2, and 3, with notable progress in 2024:

- **Hybrid HGV Investment:** Over £1 million was invested in six hybrid refrigerated HGVs, preventing more than 90 tonnes of CO₂e emissions.
- **Backhauling Expansion:** An 11% increase in backhauling reduced food miles and cut emissions across both our and our suppliers' logistics.
- **Refrigeration Upgrades:** Completion of Phase 1 and 2 of our refrigeration system upgrades led to a 50% reduction in refrigerant gas emissions.
- **Building Repurposing:** Reusing the Bwydlyn facility avoided more than 47 tonnes of CO₂e emissions.
- **Landfill Avoidance:** Enhanced waste management practices avoided over 10 tonnes of CO₂e emissions.
- **Efficient Heating and Cooling:** New heating and air conditioning systems installed at our HQ in Llanystumdwy are significantly more energy-efficient than the previous gas system.

Our environmental KPIs now span all three emission scopes, enabling more accurate tracking and accountability.

SOCIAL VALUE

Supporting our communities is integral to our purpose:

- **Donations:** We contributed over £10,000 to local initiatives, including sports clubs, charities, and hospices.
- **Driver Development:** Continued funding of training programmes enabled more driver's mates to gain HGV licences.
- **Equal Opportunities:** We champion equal pay and inclusive career development across the business.

In 2024, our team took part in job fairs, food hamper donations, beach cleans, healthy eating cooking days in schools, and tractor runs. We remain an active member of the Net Zero North Wales Network, promoting collaboration and shared learning. Having recently been invited as an Ambassador of Net Zero North Wales Network. The Network undertook a guided tour of Harlech HQ in 2024 to share best practice and showcase the work undertaken.

Recognition in The Sunday Times Best Places to Work 2025 reflects our commitment to balancing environmental and social value while investing in our people.

SUPPLY CHAIN

We remain committed to ethical, low-carbon, and transparent sourcing across our supply chain:

- **Responsible Standards:** We adhere to best practices from the RSPO, MSC, and Red Tractor to ensure sustainable and traceable sourcing.
- **Local Sourcing:** By sourcing more products closer to our HQ, we cut food miles by 5% despite increased sales.
- **Supplier Engagement:** We have started reviewing supplier Net Zero plans, with Aimia among the few already holding a formal carbon-neutral certification.

We will continue to prioritise local purchasing and optimise sustainability through backhauling wherever feasible.

Looking ahead we are actively exploring:



Feasibility of additional solar panels at HQ, Llanystumdwy.



Transitioning our gas heating system to electric.



Increasing backhauling from suppliers by utilising empty delivery vehicles post-customer delivery.



Replacing our sales hire fleet with electric vehicles as North Wales charging infrastructure improves.



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