



TAYLORS
OF HARROGATE

REPORT 2023 SUSTAINABILITY

HERE TO MAKE A POSITIVE DIFFERENCE IN THE WORLD.

Welcome to Taylors 2023 Sustainability Report. I'm delighted to share our fifth annual report with you to update you on our progress in building resilient communities and reducing our environmental impact.

We embarked on 2023 with a degree of caution – bracing ourselves for the socio-economic challenges that the world was facing, and seriously considering how best to respond.

To this end, we paid particular attention to the long-term sustainability of the business and strengthened our team with the appointment of a new Group Sustainability Director and a Responsible Sourcing Manager – both roles focused on setting us up well to realise our ambitious social and environmental goals.

If we have learnt anything from the last few years, it's that we must be prepared to expect the unexpected. This means that we need an evolving strategy and plans that are adaptable to change, coupled with a willingness to work with others for the common good. As a values-based family business, we've always been clear on what we stand for and we've spent much of this year working out what this might mean in practice.

In our supply chain, Taylors Sourcing Approach (TSA) has been integral to the way we work. Building long term relationships and investing in our supplier communities helps those that we source from to be better prepared to weather the change.

Earlier this year, I visited Assam with a cross-business group convened by the Ethical Tea Partnership. Here, we saw the potential of empowering tea growing communities through the Plantation Community Empowerment Programmes that we are co-funding. You can read more about this in the report but it's fair to say that programmes like these prepare communities to be more self-sufficient in tackling the many social and environmental challenges they face.

As we mark ten years since TSA was launched, we're now working with our suppliers to determine how we can drive further positive change from this unique way of sourcing – building shared plans to achieve our Net Zero ambitions through reducing the carbon emissions involved in tea and coffee production and continuing to improve livelihoods in farming communities.

This year we worked with The Carbon Trust to assess our baseline carbon footprint – covering all direct and indirect emissions involved in making Taylors tea and coffee products. This has created the foundation from which to develop science-based targets and a roadmap to NetZero that is both realistic and deliverable.

In our Harrogate operations, we continue to assess and address our environmental impact. Here, the sustainability of our packaging has continued to be a big focus. We progressed our plans to remove the overwrap from Yorkshire Tea boxes, with the first packs due to hit supermarket shelves in 2024. And we switched the material used in our roast and ground coffee packs to one which can be recycled.

As always, our people here in Harrogate put their all into delighting our tea and coffee drinkers with consistently high-quality products. 2023 was an incredibly busy year for us at Taylors and life outside of work also holds challenges for many. The health and wellbeing of everyone in the business is a real priority and we have put a raft of initiatives in place to help our people support each other through times of change.

2024 promises to be another eventful year, and we are committed to doing everything we can to build resilience in our business and to set ourselves and our partners up to continue making a positive difference in the years ahead.

Andy Brown
MANAGING DIRECTOR

10 YEARS OF TAYLORS SOURCING APPROACH

PUTTING RELATIONSHIPS AT THE HEART
OF HOW WE SOURCE TEA AND COFFEE

WORKED WITH 164
SUPPLIERS FROM
29 COUNTRIES

TOTAL INVESTMENT
IN SUPPLY CHAIN
PROJECTS 2023

£1.21M

CELEBRATED 20 YEARS OF THE CONE EXCHANGE

OUR FLAGSHIP LOCAL COMMUNITY PROJECT

RAISED & DONATED
TO UK CHARITIES
£68,825.14

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FOUNDATIONS OF OUR WORK



**Our purpose
is to make a
positive
difference
in the world.**



TAYLORS
OF HARROGATE

ABOUT US

Founded in 1886, we're a Yorkshire based independent, family-owned company – the home of Taylors coffee and speciality tea and Yorkshire Tea. Though we've grown and developed over the years, we've never stopped doing what we do best — sharing our passion for top quality tea and coffee while building lasting relationships along the way.

OUR VALUES

As a family business we have a strong set of values, the 6 Ps, that inform every decision we make and guide our day to day business. They also underpin our work to protect the future of our brews and respect the livelihoods of those that produce it.

PROSPERITY

We've always been a family business, and we want to retain our independence, which is why everything we do is based on enduring economic principles. We also recognise the importance of a stable supply chain, and we work hard to support the communities we buy from.

PEOPLE

We work to a stakeholder model that rewards everyone that contributes to our business. This includes our family owners, the people who work for us, the communities we source from and the people that buy our tea and coffee.

PRODUCT

We source and produce quality products that appeal to our customers. We've built our reputation on their universal appeal, and we work hard to maintain exacting standards. We also believe in top-notch customer service, and we'll always do our level best to exceed expectations.

PROCESS

We're committed to operational excellence, and we value efficiency and precision. We strive to ensure that bureaucracy never gets in the way of common-sense and clarity.

PLANET

We source from communities that are threatened by climate change, deforestation and soil erosion and we know the long-term health of our business relies on sustainable practices. We plant trees, encourage responsible agriculture, and invest in environmental initiatives around the world.

PASSION

We love what we do. We're deeply committed to creating an enduring legacy and we think our drive and commitment to excellence is one of our greatest assets.



EMBEDDING SUSTAINABILITY AT EVERY LEVEL

The ultimate responsibility for our sustainability strategy sits with the Board and our Collaborative CEO, both accountable to our Family Shareholders.

In 2023 we strengthened our approach to holding sustainability across the business, with our Group Finance and Resources Director and Collaborative CEO member now holding the mandate for Environmental and Social Impact. We also appointed a Group Sustainability Director, who will lead the governance and development of our sustainability strategies for the future.

This leadership structure is complemented by a cross business team who manage our community, responsible sourcing and environmental work at an operational and global level.

TEN YEARS OF TAYLORS SOURCING APPROACH

£7.85M

**Invested in over
400 projects**

**All core tea and coffee
3rd party certified**

Since 2014

100%

**traceable
tea and coffee**



“It’s been ten years since we launched Taylors Sourcing Approach (TSA) – our stakeholder model designed to sustain the stable supply of high-quality tea, coffee and packaging for years to come.

TSA was built with relationships and mutuality at its heart. In developing the approach, we involved our suppliers right from the beginning, building it together by identifying the opportunities to strengthen our business commercially, socially, and environmentally. This has ensured that TSA delivers impact, and that those involved are invested in driving better outcomes for all those it reaches.

At its simplest, TSA is a values led approach focussed on responsible sourcing practices. It rewards quality with fair and transparent prices, multiyear contracts and investing alongside our suppliers on social and environmental projects that improve the livelihoods and the environment of the local communities. It relies on long term, face to face relationships with people who share many of our values, and we know that it leads to a stronger, more resilient supply chain.



We’ve seen the impact that TSA can have over the years, but perhaps most recently during the Covid 19 Pandemic when we doubled down on our commitments – honouring our long-term supplier contracts, introducing speedier payment terms and redirecting funds to where they were most needed in communities.

In return, our suppliers, in the most difficult of circumstances, continued to supply us at the right time and with the high quality we require. It was our strength of relationships and a comprehensive understanding of each other’s needs that meant we were able to continue to responsibly source our tea, coffee, and packaging.

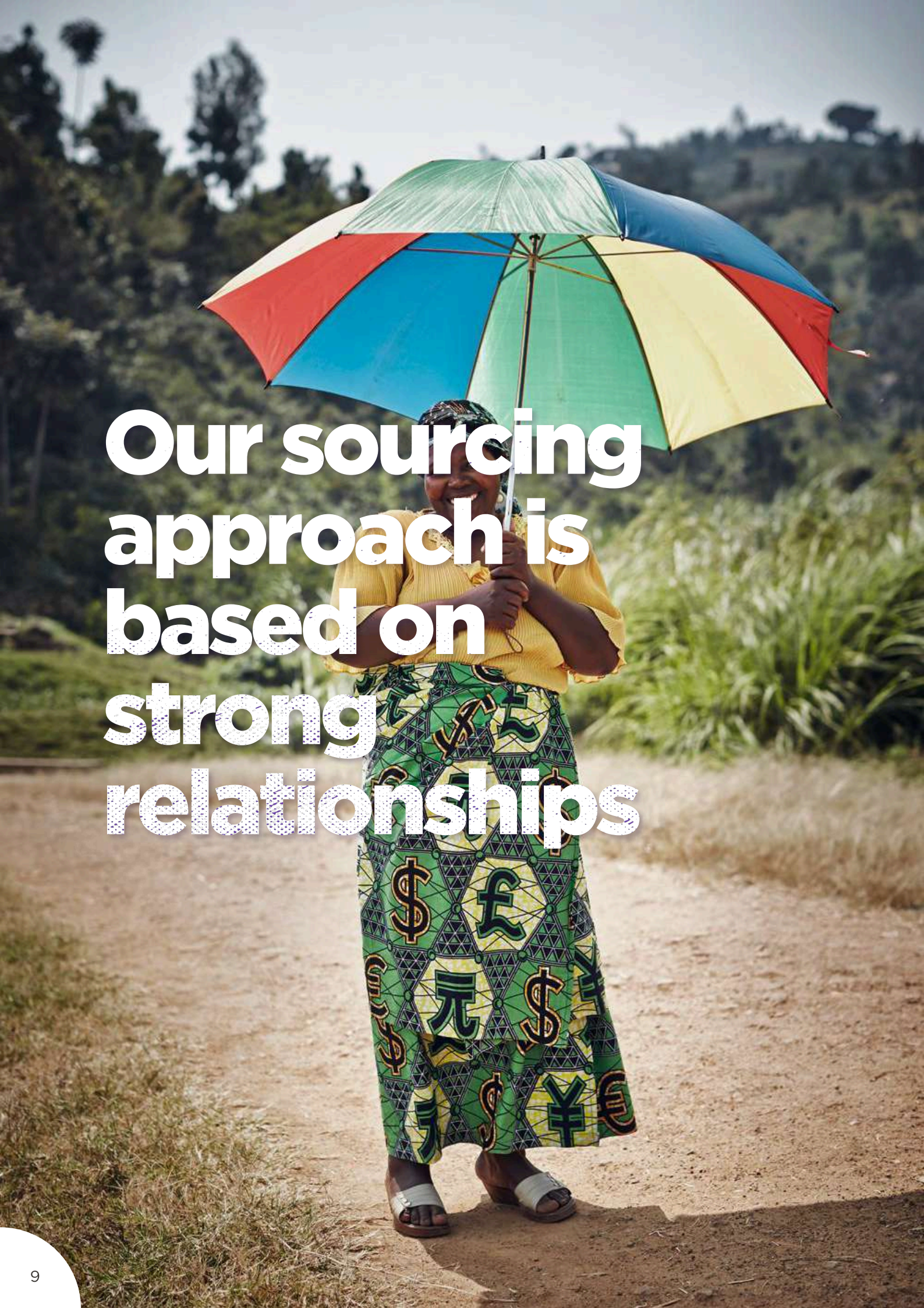
As we look to develop the next iteration of our approach, our key focus is around how we can continue to improve livelihoods through better wages and incomes as part of the evolving economic model for people in our supply chain whilst reducing our environmental footprint with a key focus on efficiency.



We have a long way to go and we cannot do it alone– this is the reason we’re so actively engaged in industry bodies, working alongside certification schemes – investing our time and resources to help lift standards in everything we do.

We are committed to driving long lasting change and improving the lives of those that depend on tea, coffee and packaging through responsible sourcing. With so much uncertainty in the world, TSA gives us greater resilience and agility putting us in the best possible position to keep sourcing quality tea, coffee and packaging, whilst making a positive difference in the world.”

Keith Writer
SUPPLY DIRECTOR



Our sourcing approach is based on strong relationships

HUMAN RIGHTS

We base our sourcing approach on strong relationships supported by long-term contracts, high levels of supply chain transparency and regular face-to-face contact. We aim to address significant social and environmental risks to our suppliers with investment in sustainable development projects, and we require all our core tea and coffee products to carry third party certification (Rainforest Alliance or Fairtrade) as a minimum standard. We know certification improves standards but also has limitations as do most audits, so it is important that we go beyond this baseline.

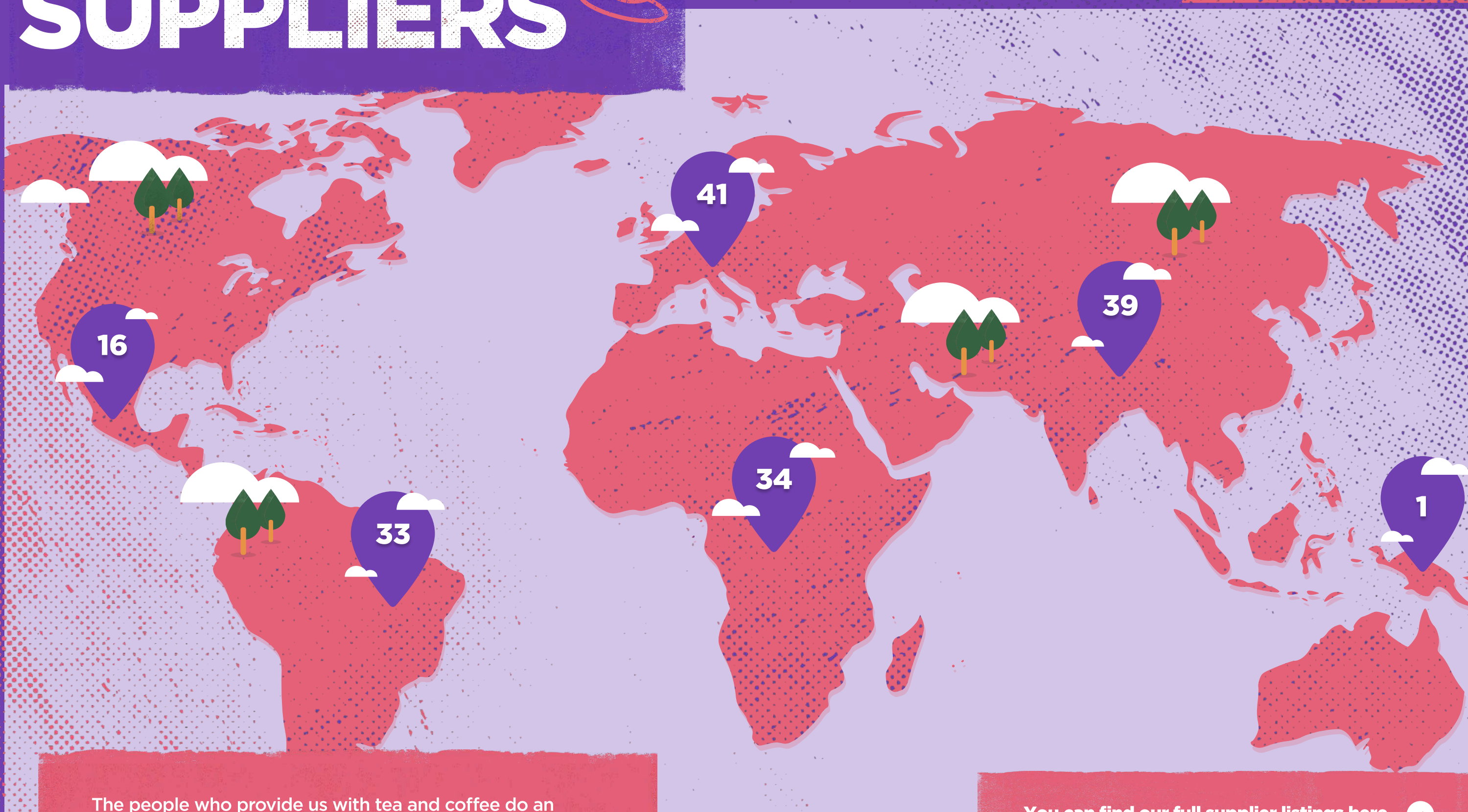
We intend to identify and confront the risks of human rights abuses, wherever they occur. Our route to resolving social and human rights issues is to work both directly with our trade partners and through wider collaborations to promote change across the sector. We aim to understand underlying causes and address the challenges.

You can find more information and policies related to our human rights approach on our [Bettys & Taylors Group site](#). Here you can also find our latest [Modern Slavery statement](#)



Globally, it's estimated that at least 21 million people are living in modern slavery today. The Modern Slavery Act requires businesses to report annually on the steps they've taken to understand and minimise the risk of modern slavery in their operations and supply chains. Our business is committed to working to prevent slavery and human trafficking and we know that to combat forced labour we need to address the issues that underpin it, such as low wages, discrimination, weak labour rights and inequality. We are focused on collaborative action with the industry in the knowledge that this is the only way to tackle global challenges at the speed and scale required.

MAP OF SUPPLIERS



The people who provide us with tea and coffee do an incredible job. Our supply chain reaches more than one million tea and coffee farmers and workers in 29 countries and we strive for transparency in where we buy from and how we buy.

You can find our full supplier listings here



TOTAL VALUE CHAIN INVESTMENT SPEND: £1.21M

Supporting 45 social
and environmental
projects in 14 countries

£205K

on community participation and
supporting the tackling of issues facing
young people in Assam

In Assam we have worked with the Ethical Tea Partnership on the expansion of a **community participation programme** and supported the next phase of the ETP and UNICEF 'Improving Lives' programme, which is building better lives for children and families living in tea communities there.



£103K

on access to clean water
for over 42,000 people

For example: Since 2014 we have worked on long term water projects with Nandi Tea in Kenya providing access to clean water to their communities. To date we have provided over 8,000 people in Nandi Hills area with access to water. Nandi Tea will monitor the impact of having better access to clean water on the cases of water borne diseases in the communities.



£51K

on agricultural R&D for coffee

Coffee farmers around the world are already seeing glimpses of what the worst effects of climate change are going to bring. We're proud to be championing the work of World Coffee Research (WCR), a collaborative organisation which enables the global coffee industry to invest in agricultural innovation to empower producers.

WCR combine cutting edge research and development with a focus on farmers to try and get the best new agronomy approaches and varieties into farmers' hands as soon as possible.





£100K

on housing and facility improvements for workers and their communities

For example: Seasonal workers travel to Wush Wush tea estate, in Ethiopia, to pluck tea and to work in factories located on the estate. Whilst there, the workers are provided with a place to live, but the housing and the sanitation facilities needed repairing, and in some cases rebuilding, to be of a standard to allow for a decent standard of living. We have co-invested to update and improve the washroom facilities in two of the villages, which house 512 workers and their families.



£56.2K

on education and training for over 17,000 children

For example: We've supported a project to improve access to education for children living in the villages surrounding the Kateshi estate in Zambia, where we have recently begun to source coffee.

The aim is to build a new secondary school – the current one being 9km walk away – with the hope that more children will stay on to attend secondary education, reducing the number of young people in the community dropping out of education at a young age.



£19K

on healthcare and nutrition for supply chain communities

For example: We source Williamsons Tea in Kenya for many of our blends and their green leaf is supplied by small holders in the surrounding community. Many farmers and their families in the area lack adequate access to medical treatments, so in 2023 we helped to fund the construction of a diagnostic laboratory, which will carry out medical tests. The lab will process the results so that people can access the right treatments in good time – aiming to reduce disease and lower the long term mortality rate in the community.



£203.5K

on tree planting

We continued to plant trees with the Woodland Trust here in the UK via our **Snaizeholme project** and with **communities in Kenya** – where the trees planted are improving income opportunities and gaining carbon credits for our Carbon Neutral certification



£365K

on women's empowerment and rights programmes

Collaborating with our industry partners and external organisations is an essential way for us to address some of the big challenges in tea and coffee that women are especially exposed to. In 2023 we worked with partners in Assam, Kenya and Malawi to promote financial independence and support women to discuss and claim their rights to freedom from violence.



£107.6K

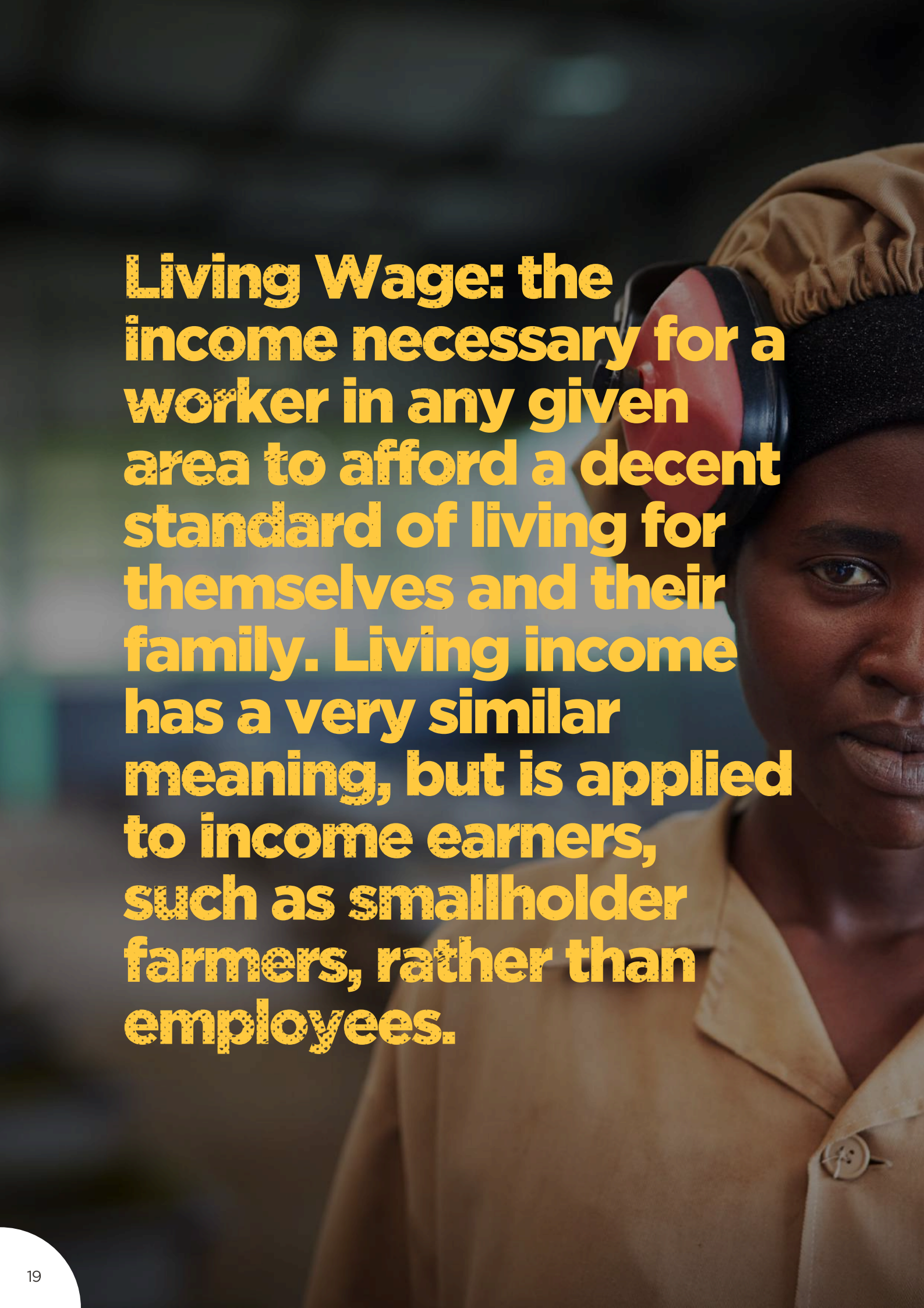
on technology improvements for over 23,400 farmers and a baseline for supporting better livelihoods

For example: We joined up with coffee supplier Selva Andina in Peru to fund the construction of wash tanks and water treatment wells. The aim was to improve coffee quality and consistency and in turn increase the potential coffee prices for farmers, as well as reducing contamination and pollution of water sources. The project has now been completed and the farmers involved have seen the quality of their coffee increase, which in some cases has equated to a 7% rise in household income.



PEOPLE AND COMMUNITY





Living Wage: the income necessary for a worker in any given area to afford a decent standard of living for themselves and their family. Living income has a very similar meaning, but is applied to income earners, such as smallholder farmers, rather than employees.

SUSTAINABLE LIVELIHOODS FOR OUR SUPPLIERS



“The livelihoods of workers are vitally important to us; our farms rely on people. We cover essential needs such as meals, housing, schooling and health, but this issue is part of continuous improvement on the farm. Throughout our decades long relationship, Taylors have worked to improve worker livelihoods and have supported farm improvements such as housing and sanitary facilities. Over the last couple of years, we have shared wage information with Taylors to improve our knowledge about all the variables involved in this issue, as first steps to accomplish our goal. This year we worked with a third party, Fair and Sustainable to help validate our data and provide guidance how to make improvements”

Ricardo Rosales

OWNER OF JESÚS MARÍA FARM (BENCAFE) – one of our first Living Wage partner farms to have their data validated.

We're committed to working towards a living wage for every worker and a living income for every farmer in our tea and coffee supply chain.

It's a significant undertaking with no quick fix, but we're working with industry partners, our suppliers and their workers to find solutions to improve wages and incomes in each country.

A man in a dark shirt is holding a large woven basket filled with fresh green tea leaves. He is looking towards the camera with a slight smile. The background is a lush green tea plantation.

SUSTAINABLE LIVELIHOODS FOR OUR SUPPLIERS

Since 2019 we've partnered with IDH, The Sustainable Trade Initiative, to gather data around living wage gaps that exist for our tea and coffee and we're continuing to work with IDH through their **Roadmap on Living Wages**. It's clear that the living wage gap isn't static and it's likely that for many workers across our supply chain the gap will have increased over the last couple of years, due to the global pandemic and recent inflationary pressures.

It's important for us to stay on top of this changing picture of wages, and in 2023 we expanded our engagement with some of our key tea and coffee origins to get a refreshed picture of living wage gaps. Our aim is to increase the scope of origins and suppliers covered with each year. We are also working with the wider tea industry - making progress towards reaching a joint commitment to reduce wage gaps and support workers towards achieving living wages.

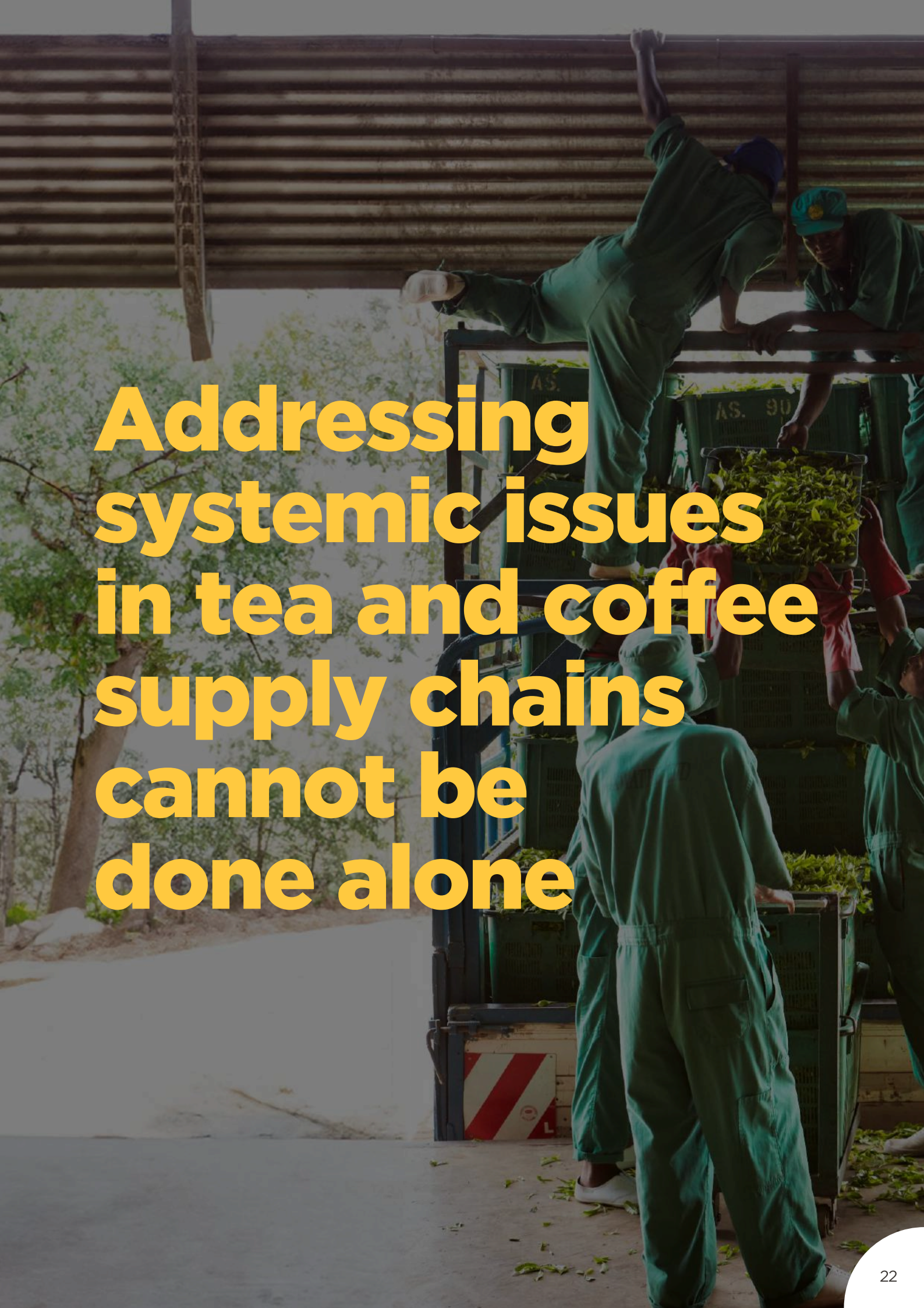
As well as building a clearer picture of the landscape, we want to understand how our contributions as a buyer will be at their most effective in our supply chains.

This remains a hugely complex area of work and we've contributed to consultations with Impact Buying and New Foresight to better determine how we can make a difference.

While our focussed work on gap assessment has so far concentrated on wages, we're also working towards achieving living incomes. We co-invest with our suppliers, to support the livelihoods and communities of tea and coffee farmers every year through our Value Chain Investment scheme.

To help us work through living income gaps we've supported and contributed to a detailed analysis of one of our key suppliers of tea from smallholders in Kenya. This looks at all of the services a supplier is able to deliver to smallholder farmers and includes the role of buyers, so we hope to use this to inform our work in Kenya and beyond in 2024.

Progress won't be linear, but we're committed to working to find the right solutions for lasting change.

A group of tea workers in green uniforms are working in a processing facility. One worker is standing on a platform, reaching up to a high shelf or conveyor belt. Another worker is standing on the ground, looking up. There are large green crates and machinery visible in the background.

Addressing systemic issues in tea and coffee supply chains cannot be done alone



A WHOLE COMMUNITY APPROACH TO BETTER TEA ESTATES IN ASSAM

We're championing a project with the Ethical Tea Partnership (ETP) in Assam that partners with tea communities to make long-lasting change to their living and working conditions from the ground-up.



SOURCING FROM ASSAM

Assam has long been an important region to us. Tea grown here is a key part of our Yorkshire Tea blend, but the estates support large communities that face deep-rooted challenges.

We work with estates in Assam who are committed to improving standards – we've spent a lot of time here building long term relationships with suppliers where there's greatest potential for us to make a difference.

With the ETP, we helped to establish a Plantation Community Empowerment Programme (PCEP) in 2018, piloting in a few key estates. The programme has proven to be so powerful in making a difference that we're now rolling it out to every estate that we work with in the region.



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BRINGING THE ESTATE TOGETHER

PCEPs are designed to bring everyone involved in estate communities – from managers to workers, community leaders and non-working community members together on an equal footing. The communities develop a shared understanding and ownership of challenges and create a plan to prioritise and resolve these issues. It's an approach that empowers workers and residents to recognise and call for their individual needs and rights effectively.

An important part of the programme has been to work alongside people from the estate communities to ensure they're able to access the government services and benefits to which they're entitled. This can include everything from acquiring a residential certificate to gain admission to local educational services, to applying for a voter identity card, or opening a bank account – all essentials which have in the past been inaccessible for many due to a lack of the right documentation.

In 2023 over 2,500 people have been supported in accessing social protection and security benefits, and over 6,500 people have been helped to access key documents like voter identity cards, residence certificates and birth certificates.

JOYFUL LEARNING

To support access to education on estates, 'Joyful learning centres' have been set up with a focus on a holistic approach to education, including academics, sports, arts and crafts, and cultural education. The learning centres in Assam offer workshops which help children with their reading and writing, giving them more confidence at school and complementing other initiatives to improve student retention.

Adults in the community are also eager to learn, which has resulted in the first of several planned adult literacy centres springing up, managed by community learners with access to educational materials.

After retiring, elderly members of the tea estates often find themselves isolated and lacking opportunities beyond their daily responsibilities to look after the household and care for children. With this in mind, Elders' clubs will give older people the opportunity to join wellbeing activities such as yoga. They'll also lead storytelling sessions with Joyful Learning Centre children – bringing enjoyment to both age groups.



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BUILDING ADDITIONAL INCOMES

Each of the estates is already set up with Self Help Groups that support members to save and access government-subsidized programs for income generation. The PCEP plans to start working with these groups to train members on additional income-generating activities that can be carried out in their homestead plots or backyards.

Sangeetha Kerkata was introduced to Self Help Groups back in 2016 and has since formed her own group and gone on to join PCEP as a community mobiliser, having realised the benefits it can bring:



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“Joining there gave me something. I gained some experience and with it, I can do something properly. Especially my confidence level... even if it's a little, it has increased.”

“Before, I used to speak with my head lowered in front of people. Even if I knew things, I didn't have the courage to speak up. There are many girls or women like me in other gardens as well who should come out and learn [from the Community Development Forum] – not just to develop income, but to develop self-confidence.”



In all, the three-year programme intends to reach approximately 100,000 people on 20 tea estates across 9 districts of Assam with a special focus on women and youth. We hope the programme will continue to make positive changes to estate communities in the region and will inspire other estates to take a collaborative approach to problem solving.





While we focus on women's empowerment and access to resources in all our initiatives, women working in tea and coffee supply chains face particular challenges and risks of exploitation.

In 2023 we continued to invest in programmes in Malawi, Kenya and Assam to respond to the specific challenges faced by women in our supply chain and their local communities.

THE WOMEN'S SAFETY ACCELERATOR FUND:

ASSAM:

The Women's Safety Accelerator Fund (WSAF) is managed by IDH and works to enhance the safety of women workers on tea estates in India. In 2023 it expanded to cover an additional 158 tea estates in Assam, West Bengal, Tamil Nadu and Kerala.

WSAF is addressing the root causes of Gender Based Violence (GBV) and tackling harmful social norms, such as patriarchal attitudes as well as lack of access to information and knowledge. WSAF also builds understanding on addressing Sexual Harassment at Workplaces and support in setting up Internal committees as per the act in India (Sexual Harassment of Women at Workplace Act , (prevention, prohibition and redressal) 2013). As well as raising awareness in the community around gender-based violence and how it can be prevented, women are directly supported through dedicated services to support survivors, and tea estate management are trained to respond to situations of violence against women and girls.

Through 2023, training and awareness drives have been completed in 59 new Tea Estates, reaching over 16,000 women and 5000 men.

THE 'IMPROVING LIVES' PROGRAMME IN ASSAM

We're proud to support the third phase of the Ethical Tea Partnership (ETP) and UNICEF 'Improving Lives' programme, which is building better lives for children and families living in tea communities in Assam, India, by tackling a range of social issues.

The Ethical Tea Partnership and UNICEF have been working together since 2014 to support children, women, and families living in tea growing communities in Assam. The Improving Lives Phase III programme aims to support children, women, and families living across 205 tea estates, by improving the underlying systems which impact the lives of workers and their families and thereby driving sustainable change for children.

To date, the partnership has reached over 300,000 people, including more than 137,000 children and young people.



EMPOWERING TEA COMMUNITIES IN KENYA

We continued our collaboration with ActionAid, the Ethical Tea Partnership (ETP) and Lavazza Professional in Kenya. The programme aims to empower smallholder tea farmers and workers to understand their rights to a positive working environment, freedom from violence and access to services, and mobilise to claim them.

Through our partnership we aim to:

- Enable access to better working conditions and pay.
- Amplify women's voices within the industry and tackle the causes of violence towards women.
- Support smallholder farmers and informal workers to diversify their incomes through access to entrepreneurship training and finance.



“ActionAid’s project is the first time we’ve heard about a plan to educate farmers on workers’ rights. We expect to see major changes with this structure ActionAid is bringing to the tea sector. Employers have value for that kilogram of tea that the worker is picking, and they should have even more value for the human being who is enabling them to have it.”

Margaret Ward
AGRICULTURAL OFFICER, MERU COUNTY

In 2023 the project started to bring key industry and government stakeholders together to give farmers and workers a platform to raise concerns and plan for improvements on issues including Sexual and Gender Based violence and children’s rights. The platforms have already been involved in following up on cases of rights abuses within the three tea communities and further work has been done to ensure that workers can easily report violations and ensure these are followed up appropriately.

The project has set up **three women’s networks** and **54 solidarity groups** providing training on women’s and human rights, and **trained 1571 rights champions**

80% of them women.

ADDRESSING GENDER INEQUALITY IN MALAWI



In Malawi we're supporting a three-year project called Ulalo, or 'Bridge'. The project aims to tackle one of the causes of the deep-rooted gender equality in Malawi's tea supply chain by setting up community saving schemes called Village Savings & Loan Associations (VSLAs).

These groups are a tried and tested way to support financial empowerment and stability and reduce the risks of exploitation – especially for women.

Since the programme began in 2021:

- 401 VSLA groups have been created with 6504 participants.
- 802 participants have received leadership training in record keeping and financial literacy.

Of the participants:

- **43.5%** of leadership positions are held by women
- **80%** say they have stopped using loan sharks
- **43.9%** have developed new income streams
- **64.8%** report feeling more food secure



Thanks to the project, Christina Daelo, a tea plucker from Thyolo District, has kickstarted her own sustainable small businesses.

"The first time I borrowed money from the VSLA group, I bought a pig and a goat. Then when the pigs bred for the first time, I sold the piglets and used the money to buy iron sheets for my house. When they bred again, I started a pass-on initiative so that other people in the village could also own livestock and be happy."

The pig manure has also helped Christina's farming income.

"In previous years, I was only harvesting three or four bags of maize, but this year, my harvest jumped to 15."

A VSLA transforms a person. It takes them away from poverty and gives them peace of mind."



ACCESS TO HEALTHY FOOD IN ASSAM, KENYA AND MALAWI

The Healthy Diets for Tea Communities programme, co-led by the Global Alliance for Improved Nutrition (GAIN) and the Ethical Tea Partnership came to a close in 2023.

The programme was launched in 2020 with a mission to improve the diets of tea workers, farmers and their families in Assam, Kenya and Malawi. It aimed to increase food knowledge and access to healthy food, working with families to plant vegetable gardens and fruit trees and helping to provide fortified meals during breaks from work.

In all, over 146,000 workers have been reached through this work, with over 85% of the tea workers who have been supported saying they are now more likely to eat healthy foods. 60,477 workers now also have access to more nutritious foods through kitchen gardens, fortified lunches or specialist shops on estates.

BRINGING CLEAN WATER ACCESS AND INCOME DIVERSIFICATION TO FARMERS IN UGANDA

Kawacom Uganda Ltd is one of the leading coffee exporters in Uganda with operations in all the coffee-growing regions of the country. In the Elgon Region, they work with around 23,500 farmers under two certification projects to produce specialty-grade Arabica coffees.

In 2021, Kawacom began work with us on a three-year project with a focus on water, sanitation, and hygiene. Many farmers in communities surrounding Kawacom in the Sipi Falls area faced challenges in accessing clean water and had to walk long distances to source it. This limited the time available for them to generate income from coffee farming and other activities. There was also a need to improve ecosystems and restore degraded land that would enable farmers to produce more coffee.

With these challenges in mind, we partnered with Kawacom to develop the WASH Project, with a total investment of £235,000 from Taylors, aiming to support 13,500 farmers and their families.

2023 saw WASH enter its third year. The project has led to:

Installing 52 water taps as well as repairing over 23 water taps to provide clean drinking water to 16 villages with a population of approximately 6,000 alongside farmer training to encourage and develop proper hygiene and sanitation practices for the communities.

Before the project started, during the dry season, many women and children would trek for up to 6km in search of clean water. More than three-quarters of the households did not have any access to clean water and most of the schools lacked handwashing facilities.

Now 92.7% of the community has access to clean water and 47 handwash facilities have been installed in schools and public points – leading to a reduction in the prevalence of waterborne diseases and boosting students' daily enrolment in schools.



Helping to restore degraded land that could be used for coffee production, creating more on-farm work opportunities for the Elgon Community.

Progress around the restoration of degraded land has been slower, with deforestation coupled with ploughing along the gentle slopes of the mountain. To address this, over 10,000 farmers have been trained in coffee agronomy and 64 hectares of aged and unproductive coffee trees have been rehabilitated leading to an average increase in yields of 70%.

The project aimed to help farmers take up income diversification opportunities and support entrepreneurship with specialized training. Farmers are now pursuing alternative income-generating activities and a quarter of the beneficiaries have seen their income increase tenfold, which has also led to better-built houses and the use of solar lights instead of paraffin lamps.

The final phase of the project will see a focus on collaborating with farmers on new enterprises, with a strong emphasis on female empowerment. Seventeen women and girl groups have received support through being gifted farm animals and start-up funding and eleven coffee agro-forestry nurseries have been set up and are being run by women. To support their business practices, adult literacy groups have been established along with training on gender equality, leadership and business management.



This is Jacqueline

Jacqueline is a farmer with Kawacom and for years her land was producing low yields and little coffee. Jacqueline has been participating actively in the WASH project which, as well as providing a water tap to her local community, gave her training on good agricultural practices to help improve the soil health of her land and increase her coffee yield. Jacqueline now earns 50% of her income from coffee farming.

As part of the programme, Jacqueline was also gifted a goat and has been able to rear and sell goat kids, using the money to buy herself a cow and learning to make her own organic fertiliser from her livestock manure. Now, Jacqueline trains her neighbouring farmers in similar methods and, with the added financial training provided through the project, she and her husband hope to save enough money in the next couple of years to build a bigger house.





OUR PEOPLE & COMMUNITY AT HOME

A FOCUS ON OUR PEOPLE



The health and wellbeing of our people was a big focus for us in 2023 and we worked on a raft of initiatives across our wider business to support our people in different life stages and to give them tools to support each other:

- 42 Mental Health First Aiders across the business.
- Our 33 Listening Peers had over 650 conversations to support our people.
- 6 menopause cafes across the business supported over 190 individuals.
- 93 people across the business attended 8 'Andy's Man Club' sessions – raising awareness, educating and normalising the conversation surrounding mental health.
- 253 people completed our Wellbeing Survey.

Many of the programmes we've introduced over the years such as our Listening Peers, Mental Health First Aiders and One to One Development provide tools and training for our people to support each other. We continue to be bowled over by the time and compassion people are willing to give to help each other thrive.

We also continue to make sure we have the right policies and forums in place to ensure our people can access additional support as they experience different life events, making sure they can care for themselves and their loved ones.



Our pro-active wellbeing work enables an individual to be the best they can be by offering different support options, and enabling the individual to choose what is right for them. We also know that our people do their best work when they feel their best. That means we take a 'whole person' approach to help our people thrive. 'Look after self and out for others' not only promotes self-care, but also encourages all to notice and reach out when another may be struggling.

Clare Nixon
WELLBEING SCHEMES MANAGER

FAIRNESS AND INCLUSION



We want everyone who works at Taylors to feel valued, respected, and appreciated for who they are. To progress our approach to fairness, inclusion and belonging in the workplace we formed a group of people from around the business with a vast range of knowledge, experience and personal stories to help us gain a clearer picture of where our focus needs to be and the tangible actions we can take to make a difference.

Our six Fairness, Inclusion and Belonging commitments are:

- 1** To be recognised as a thriving and inclusive workplace where everyone can bring their whole self to work and feel a sense of belonging.
- 2** Our employees, potential new recruits, customers, suppliers and stakeholders have confidence in our aspiration of creating an environment where discrimination in any form is not tolerated.
- 3** Attract, retain and develop diverse talent at all levels throughout the Group.
- 4** Develop understanding and awareness, ensuring that everyone is clear about their own personal responsibility to support a culture of inclusion, fairness and respect.
- 5** We consider the needs of everyone and positively contribute towards our inclusive culture through ways of working, policies and practices.
- 6** Create the conditions to provide inclusive and accessible colleague and customer journeys.

OUR CHARITY AND COMMUNITY WORK AT HOME

In 2023 our focus shifted from supporting our local communities through the many challenges of the pandemic to providing funding for groups dedicated to bringing support to people in the cost-of-living crisis.

We supported 31 groups providing a range of services, such as winter warmer kits, blankets and hygiene products, as well as community fridges and food programmes for those in food crisis, via our £100,000 donation to the Cost of Living Fund with the Two Ridings Community Foundation.

Our people also continued to find lots of new ways to raise funds for good causes important to them and their colleagues – we raised and distributed £68,825.14 to six branch charities close to the hearts of our people.

Taylors Charity

Our Taylors of Harrogate team, together with our Central and Group teams, voted to support the British Heart Foundation in 2023.

The charity, chosen by our team here at Taylors, followed the loss of our much-loved colleague, Andy Sample, and our people found countless ways to raise funds. From raffles and tuck shops to a swap shop, a pet show and a gig night, not to mention a wealth of active challenges, including the Harrogate 10k, the Knaresborough Bed Race, the Great North Run and a cycle-a-thon, there was something for everyone to get involved in.

Funds raised by Taylors for the



£13,949.40



Turning trash into treasure with the Cone Exchange

Our flagship local community project, The Cone Exchange, celebrated its 20th anniversary this year.

The idea for the Cone Exchange was born when Chris Powell, who at the time worked in our tea production hall, was showing a group of children around the tea and coffee factory and one of the children, spotting a cardboard cone being put into the recycling, asked if they could take it home to make a Christmas angel. The idea of reusing a waste item to create something new sparked the concept for the Cone Exchange as a unique place to take waste and turn it into 'treasure', selling it to raise funds for local good causes and creating a sense of community and new skills for all involved. The Cone Exchange now collects waste from other businesses and the wider community, raising funds for local charities and grassroots groups and Chris has worked with over 200 schools, playgroups, churches and community groups.

The Cone Exchange brings together a diverse range of groups and people, to help make an impact. Most recently the Exchange has supported Peace of Mind North East, to provide refugees and asylum seekers with knitted hats, scarves, blankets and children's clothing created by a group of Cone Exchange volunteers and customers using materials sourced from the shop.

Along with the shop, the project also supports social enterprises and charities by providing meaningful work experience for young people with additional learning needs who help with a variety of tasks which build their confidence, communication skills and self-worth.

“

“From that first spark of the idea for the Cone Exchange, our aim has always been to realise the potential of things that others might see as waste, and see the ability, not disability, in people. By encouraging the reuse and repurposing of items that some might consider 'trash' into treasure, we try to capture people's imaginations and show them how they can make a difference to protect the planet and raise funds for local good causes. I don't think any of us ever imagined how far-reaching our impact would be so it's lovely to celebrate and thank so many of our key partners and supporters from the last two decades”

Chris Powell

CONE EXCHANGE EVENTS &
EDUCATION CO-ORDINATOR

Over the course of the year, thanks in large part to shop sales, the Cone Exchange team donated over £50,000 to good causes in our local area.

2023 was the start of the return of our placements following Covid, with 4 adults with additional learning needs experiencing a placement at the Cone Exchange, with 75 hours of placements hosted in total.



Our first trees are in the ground at Snaizeholme!



WORKING WITH THE WOODLAND TRUST AT SNAIZEHOLME

Here we're contributing to hundreds of acres of natural woodland that the Woodland Trust intend to plant in this beautiful part of the Yorkshire Dales. Our support will fund 50,000 of the trees that will be planted over five years within 719 acres of new native woodland, and our people have been getting their welly boots on to help get some of those first saplings in the ground.

Species planted so far include Scots pine, aspen, birch and alder, and with sheep grazing much reduced, the Woodland Trust have already seen a difference in wildlife present on the site. A red kite was seen circling overhead not long after the first trees were planted, and Bilberry is already blossoming along with flowering plants.

These trees represent the first steps in the natural recovery of this unique site, creating a mosaic of diverse habitats, making it a haven for wildlife in the future.

The hope is that this project at Snaizeholme will be used as an example of how we can best combat the climate and nature crisis we are facing. A research team from the University of Leeds and the University of York have installed digital data loggers throughout the site, which will monitor how micro-climates have been altered and any effects on biodiversity, which we hope will thrive as the restoration progresses.

Snaizeholme itself is a groundbreaking nature recovery project, but it could lead to far reaching work across the Dales and further. It will be one of the largest native woodlands in England and play an important role in reforestation in the Dales where tree cover is at around 5%. It will also be a part of the White Rose Forest Project which aims to create a genuinely sustainable and well wooded landscape in North and West Yorkshire to benefit local people, the economy and wildlife.

SDG ENVIRONMENT





OUR JOURNEY TO NET ZERO

For over thirty years, we have invested in projects to reduce our climate impact and give back to the communities we operate in. We've helped plant over 8 million trees worldwide.

In 2015 we took the pledge to become CarbonNeutral® which we fulfilled, gaining certification in two areas: product certification in 2019 and business certification in 2020.

We reduced our own operations emissions through things like purchasing our energy from renewable sources, installing solar panels and sending zero waste to landfill. To offset our supply chain emissions, we invested in community projects in the countries we source from. In Kenya we worked with TIST to plant trees and in Malawi and Kenya we collaborated on fuel efficient cookstoves projects.

But we know we need to do more to address the escalating climate crisis, which is why we are now embarking on our next challenge: Net Zero. We need to drastically reduce the amount of greenhouse gases (GHGs) we put into the atmosphere, not just accounting for it with offsets, and that's exactly what Net Zero aims to achieve.



The UN defines Net Zero as:

cutting of greenhouse gas emissions to as close to zero as possible, with any remaining emissions re-absorbed from the atmosphere, by oceans and forests for instance.



WHAT?

Getting to Net Zero means **reducing 90% of the carbon emissions** we put into the atmosphere and offsetting **the final 10%**

REDUCE

Co2	Co2	Co2
Co2	Co2	Co2
Co2	Co2	Co2
OFFSET		Co2

WHY?

Because we need to do our part in **limiting Global Warming to 1.5°C** above pre-industrial levels to avoid the worst impacts of climate change.

HOW?

We're developing **Science-based targets** to make sure we have a **clear path to reduce our emissions** while supporting tea and coffee growing communities.

Our first challenge has been to calculate all our direct and indirect emissions as a baseline for the whole Bettys & Taylors Group. We've worked with the Carbon Trust to do so, using a baseline year of 2022. This was a mammoth piece of work, and it's helped us to identify our key hotspots and opportunities.



SCOPE 1

Scope 1 are the emissions we generate in our operations – the majority are from our tea and coffee factory. They come from things like using gas in our coffee roasters and fuel in our company vehicles.



SCOPE 2

Scope 2 is grid electricity – the emissions for this are released when the electricity is generated (at power stations), but we then use the electricity in our operations.



SCOPE 3

Scope 3 is everything that's outside our direct control – including growing, processing & transporting our tea, coffee & packaging, and the steps after we've sent it to our customers, including the use and disposal of our products.

Our baseline is a fantastic starting point, enabling us to better understand the shape of our carbon footprint. However, prior to setting out science-based targets for climate change, we have a few steps to take to ensure we're doing things properly.



Through 2024 we will:

- Improve the accuracy of our baseline by gathering more data, including primary carbon footprint data from suppliers where we can.
- Develop a detailed roadmap for emissions reductions, including both anticipated external developments and our interventions and activities, to plan how we will meet our targets.
- Implement a Carbon Data Platform, enabling us to better gather, monitor and report on our emissions going forward.
- Submit Science-Based Targets to SBTi by the end of 2024.

Throughout 2024 and beyond, a big focus at Taylors will be working with our tea and coffee suppliers to understand and help reduce their emissions – our Sourcing approach and close relationships with suppliers will be a big benefit here.

Some reductions are relatively quick-wins, for example, energy efficiency work in tea factories, but some areas require new technology or collaborative action, such as reducing the footprint of shipping or fertilisers. As we work to Net Zero we want to make sure that, beyond reducing our carbon footprint, we're also benefiting everyone in our supply chain who we're working with to get there.



THE POWER OF TREES IN KENYA

Our work with The International Small Group and Tree Planting Program (TIST) in Kenya has been a huge part of our overall carbon neutral progress and since 2015 we've worked with Climate Impact Partners and Clean Air Action Corporation, to help combat climate change while improving farmer livelihoods.

TIST's focus on Conservation Farming, as well as fruit trees and fodder-producing trees, is an important factor in building household resilience in the face of climate, weather, and food inflation.

Overall, TIST Kenya has worked with TIST farmers to grow over 3.77m million trees.

The programme now includes over 10,000 smallholder farmers within the Catchment Areas (versus a ten-year target of 3,360) within the wider community of the Trade Area. Taylors' and CAAC's investment has helped TIST to reach over 45,000 members.

TIST farmers have continued to focus on the diversification of tree species to bring significant livelihood, nutritional, and environmental benefits. The most common tree planted is grevillea – a long-living tree that can be used for animal fodder during the drought season, pruned for firewood, and help with shading crops and preventing soil erosion.

Nearly half of the trees planted are fruit trees, with avocado and macadamia among the most popular as well as guava, mango, lemon, orange and plums.



For Lucy Maina, the TIST approach of “come and see, go and do” has seen her build relationships with Taylors, recruit Small Groups and train Cluster Servants – all from attending a first meeting in 2015.

“

“Since 2015, when I joined TIST, I’ve been trained about climate change, how to grow different species of trees in my farm, nursery development, kitchen gardens, water recycling and more. I am very grateful for the support the programme is giving us, keeping me working, abiding through TIST values, knowing determination has no barrier.”

Lucy Maina
CLUSTER SERVANT, TIST



“Coffee agricultural innovation ensures farmers have access to climate-resilient varieties for decades to come. Through shared investment with WCR member companies, Taylors is ensuring that coffee remains a strong business opportunity for farmers around the world.”

Dr. Jennifer “Vern” Long
WCR CEO



SHAPING THE FUTURE OF COFFEE

Since 2015 we have worked with World Coffee Research (WCR) to drive innovation in coffee agriculture and secure a more sustainable future for our industry. Our collaboration with WCR stretches from shared investment with WCR member companies to support global coffee innovation to more focussed project support in our supply chain countries and knowledge sharing during project visits and coffee tastings. We see WCR's work as vital to protecting the future of coffee and the livelihoods of coffee farmers as they face into the increasingly challenging conditions and diseases that climate change presents.

Highlights from our year in collaboration include:

- Support to launch Innovea, the world's first global, collaborative programme to breed new, climate-resilient arabica coffee varieties. Through the programme, over 5,000 unique seeds are germinating in the nine partner countries.
- Releasing a new arabica DNA fingerprinting tool for use by commercial service providers and/or researchers, dramatically reducing the cost to ensure genetic traceability of seedlings in nurseries and expanding farmer access to high-quality plants.
- We lent focussed support to WCR's work in Peru, Mexico, and Costa Rica to assess how much capacity each country has to breed new varieties of coffee. As Innovea develops we want to make sure that partner countries are well positioned to take full advantage of the many improved coffee varieties that will emerge and deliver varieties that respond to national farmer demand and global market opportunity.



PLASTICS AND PACKAGING



We know that our packaging is the most visible environmental aspect of our products and our tea and coffee drinkers are keen to responsibly dispose of their packaging wherever possible.

One of our biggest challenges in the last few years has been the removal of oil-based plastic to seal our tea bags. All our supermarket boxes of Yorkshire Tea in the UK are now fully plant based, which means they can be composted via your food or garden waste bin. Changing our smaller ranges, such as our Taylors Speciality Teas and large bags has been a longer and trickier process but one that we hope to progress significantly in 2024.

We've also been working on removing the plastic wrap from the outside of our boxes and, after a short delay, we plan for overwrap-free packs to start appearing on supermarket shelves from mid 2024.

At the moment, our boxes are covered in an overwrap made of polypropylene, which helps keep them stable and the tea as fresh as possible. Removing this wrap while ensuring the tea is still fully protected has been a big project and we've taken the time to do it properly. The new box will still be made of carton-board and so we'll encourage Yorkshire Tea drinkers to recycle it in their card or paper council waste collection.

And since January 2022 you have been able to take our existing Yorkshire Tea overwrap and the foil pouches that contain our Speciality Brews tea bags to supermarkets for recycling.

You can use the Recycle Now locator to see which supermarkets accept what materials and drop the items off in their plastics bag recycling bins.



RECYCLE NOW LOCATOR



RECYCLING YOUR COFFEE PACKAGING

In the last few years we've been on the hunt for recyclable coffee packaging which will still keep our coffee fresh, provide a great cup and allow for a decent shelf-life, so that as little coffee as possible ends up unsold as food waste.

It's taken a lot of searching and testing, but we're pleased to say that our new roast and ground packs are now made from a material called Mono-Polypropylene (Mono-PP), which means that it can be recycled, as long as it goes to the right place.

In the next few years more and more households will be able to recycle their flexible plastic and films at home, but in the meantime many major supermarkets have easy collection points at the front of their stores.

Dropping off your packs: Once you've finished your roast and ground coffee, take a look at the back of the pack to see if it has a label that says 'recycle at large supermarkets'. If so, you can collect your wrap, along with other flexible plastics in your household and take it to a nearby store.

We're still working hard to change the material for our coffee bag envelopes, but in the meantime, thanks to our partnership with TerraCycle®, you can send any brand's coffee packaging to them for free, safe, and expert recycling. See the TerraCycle website on how to send them your packaging.



TERRACYCLE



TAYLORS
OF HARROGATE