

# Suppliers

**FY 2020 HIGHLIGHTS**

## BBFAW

*achieved tier 2 Business Benchmark on Farm Animal Welfare rating*

*Worked closely with suppliers through the pandemic closure and reopening to ensure businesses reopened with sufficient stock levels at relatively short notice*

*Maintained the established long-term relationships through the crisis to ensure that both businesses' needs were met as far as possible*

*Minimised waste in the supply chain from initial closure of the business due to Covid-19 through our partnership with FareShare*

Our suppliers provide the products which bring our brand visions to life. Our guests' tastes are continuously evolving and our ability to meet changing preferences at scale sets us apart from our competitors.

We build long-term and collaborative partnerships with our suppliers and it is thanks to these relationships that we were able to successfully reopen the majority of the estate following the first Covid-19 closure with minimal stock issues. We worked closely with suppliers during the closure and subsequent reopening to ensure the needs of both businesses were met as far as possible and to ensure relationships were maintained.

By working together, we can develop new and innovative products with suppliers which help our brands adapt and evolve, building both of our businesses.

We work with suppliers to understand the environmental impact of our supply chain and work together to minimise the negative impact of production and transportation. We are working to ensure that all of our suppliers can support our sustainability ambitions, including prioritising high animal welfare standards.

**ISSUES**

- Long-term and collaborative relationships
- Products are aligned with guest needs
- Environmental impact and animal welfare
- Transparent business and payment terms

**HOW WE ENGAGE**

We aim to develop open and long-term relationships where shared insight from different perspectives can help both sides to grow and innovate. We work collaboratively with suppliers to secure high-quality products which we are proud to serve. By working together we can ensure that products evolve with consumer expectations and are well communicated to our guests.

Our central procurement function and brand teams develop open relationships with suppliers which facilitate ongoing communication. We set high standards of practice as part of our supplier agreements and when necessary use our experience to help smaller suppliers achieve those standards.

We also hold an annual suppliers' conference to communicate our business ambitions and ways of working, including our expected code of conduct and practices.



*“By working together, we can develop new and innovative products with suppliers which help our brands adapt and evolve, building both of our businesses.”*