

# Social Responsibility Review 2013



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# Introduction



**Mitchells & Butlers employs 40,000 people and serves 130 million meals and 410 million drinks each year. We take our legal and ethical responsibilities very seriously - both as a large employer and the industry's largest on-trade retailer.**

We take a simple approach to social responsibility which, for us, is all about how our business practices impact on:

- our people;
- our guests;
- the communities in which we operate;
- and the environment.

There are five key focus areas we consider when we measure our progress. We look at the extent to which:

1. we are retailing food responsibly;
2. we are retailing alcohol responsibly;
3. we are engaging with our employees;
4. we are positively impacting on the environment;
5. we are giving something back to the communities in which we operate.

In this Review we report on the progress we made in 2013. Going forward, we will use this information to inform our internal practice guidelines so that we continue to build our reputation as a socially responsible retailer.



# Our approach to Social Responsibility

## The responsible retailing of food

- What's in our food?
- Food safety
- Food sourcing

## The responsible retailing of alcohol

- Promoting responsible drinking
- Preventing the sale of alcohol to under 18s
- Responsible pricing and promotions
- Creating a safe environment for our guests and our people

## Engaging with our people

- Providing jobs, training and careers
- Listening to our people
- Fair reward and recognition
- Diversity

## The impact of our business on the environment

- Carbon emissions
- Energy and water consumption
- Recycling and waste management

## Giving something back to the community

- Charitable activities and donations
- Restaurants and pubs that are at the heart of local communities

# Good food

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**We take into account  
a number of factors  
when buying food:  
the health and  
safety of our guests,  
the quality, the  
provenance and  
price.**





# Good food

The quality of the food we serve is of paramount importance to us. Our guests trust us to serve good food that represents good value for money, which is safely prepared and cooked.

They also trust us to source food that is both sustainable and ethical, with due regard for high standards of both workers and animal welfare.



**59 tonnes of salt per annum has now been removed from our menus**



## What's in our food?

### Nutrition

We have made excellent progress in analysing the nutritional content of our menus. This information is currently available online for core menu items in Harvester, Toby Carvery and Crown Carveries. In All Bar One, Ember Inns and a number of our Heartland pubs, meals that contain fewer than 700 calories are highlighted on the main menus. In Harvester, we print calorific values on all our menus, including the Young Guests menu.

Chefs in any of our businesses will happily respond to a guest's requests to swap, for example, potatoes for a side salad and, wherever possible, serve dressings and sauces separately.

### Allergens

We are making good progress in meeting the December 2014 deadline when new EU legislation comes into effect concerning the availability of information about 14 common food allergens.

### Salt

We are committed to the Public Health Responsibility Deal Salt Pledge for Caterers and have made good progress towards meeting our ambition to reduce the overall salt content of the dishes we serve.

First, we have been working closely with our suppliers to reduce salt levels in 27 products – for example bacon – that contribute the highest amount of salt to the dishes we serve. As a result of this work 59 tonnes of salt per annum has now been removed from our menus.

Secondly, a trial has been running in 240 of our businesses using a salt blend where a percentage of the refined salt is replaced with natural minerals. In the trial businesses this product is being used in our kitchens during the cooking process and it also replaces standard table salt – should our guests have a personal preference to add more salt to their meal.

Harvester, Toby Carvery and Crown Carveries all display the salt content of core menu items online, including Young Guests' meals.





**We have made significant progress in increasing the number of our retail businesses that achieved a 4 or 5 star food hygiene rating.**



## Food sourcing

We take into account a number of factors when buying food: the health and safety of our guests, the quality, the provenance and price. All of our food suppliers are required to comply with the British Retail Consortium's technical standard which requires their staff to be properly trained and supervised and for the supplier to meet high standards of food safety. We have made progress in our ambition to shorten the supply chain route and our buyers now deal with many suppliers directly. For example, we now deal direct with growers in the UK for potatoes, carrots, onions and mushrooms; removing the wholesaler's margin and delivering fresher products to our kitchens

This year saw the launch of our Quality Cattle Scheme, a new and exciting initiative offering direct contracts with British beef farmers. The scheme creates a secure, quality beef supply for Mitchells & Butlers' restaurants and pubs, through a model which guarantees a margin and market for the farmer.

We also joined forces with a group of farmers located in the National Parks to rear lamb for selected Mitchells & Butlers brands. The farmers receive an agreed margin per animal and have a guaranteed market for their lambs. This means we will be able to offer British lamb that is fully traceable.

Mitchells & Butlers was crowned Foodservice Operator of the Year 2013 at the British Turkey Awards. The award was presented for our long-term support and year round commitment to UK turkey production. Toby Carvery alone uses around 68 tonnes of fresh British turkey each week.

## Food safety

We have made significant progress in increasing the number of our retail businesses that achieved a 4 or 5 star food hygiene rating. We take a zero tolerance approach to any of our businesses that achieve a score of 3 or below. We continue to strive for a score of 5 in each business and conduct independently commissioned audits in all of our businesses at least twice per year. We have rigorous checks and policies in place to ensure we do things right and we consult regularly with government and local authorities to ensure we maintain the highest standards in food safety.





## CASE STUDY

### Mitchells & Butlers' Quality Cattle Scheme



Mitchells & Butlers has created an innovative cattle scheme offering direct contracts with British beef farmers. This partnership with our nominated calf rearing and feed suppliers offers a new approach to cattle procurement

The scheme creates a secure, quality beef supply for Mitchells & Butlers' restaurants and pubs, through a model which guarantees a margin and market for the farmer. UK farmers have the opportunity

to access a full support package including a financed quality calf, dry feeds from our feed supply partner; dedicated health program (including veterinary support), nutritional advice, an exciting market for the product and at a guaranteed margin.

We are currently working with a number of farmers and are continuing to look for new farmers to take part in the scheme going forward.

## CASE STUDY

### British Turkey Awards winner



Mitchells & Butlers has been awarded the 'Foodservice Operator of the Year' title at the annual British Turkey Awards.

The category was introduced to the British Turkey Federation's prestigious retail and catering awards in 2013 to showcase the all year round support that pubs, restaurants and other foodservice establishments provide to the British turkey industry.

Each award category was independently judged by a team including representatives

from the British Turkey Federation, Food magazines, and Young Chef of the Year. Other runners up included Subway, Greene King and Bernard Matthews.

Mitchells & Butlers won the accolade for its long term support of the industry and including turkey top on their Toby Carvery menus in several dishes including New Toby Tasters, Roast Carvery and Toby House Salad.

## CASE STUDY

### National Parks lamb scheme



Mitchells & Butlers and Underwood Meat Company have joined forces with a group of farmers located in the National Parks to rear lamb.

The 'Seven Hill Farmers' farming group rear sheep across the North Yorkshire Moors. This farming group along with a number of farmers in the Peak District supply Mitchells & Butlers with over 2,000 sheep throughout October, when British lamb is at its seasonal best. The sheep graze in the diverse heather and natural grasslands of the Parks, enhancing its superb flavour.

The lamb is processed into a range of cuts, selected by our Food Development team, ensuring we use all the meat available which is prepared by Underwood's skilled

butchers. The steaks, shanks and other cuts are blast frozen and sold across our Village Pub & Kitchen and Premium Country Dining restaurants.

The farmers receive an agreed margin per animal and have a guaranteed market for their sheep. In return Mitchells & Butlers has the opportunity to feature Farm Assured British lamb on our menus, sourced directly from these specially selected farms, during months of the year when the British lamb price would normally be very high.

We hope to build a long standing relationship with the National Park farmers and are currently looking at other opportunities to buy more sheep from British parkland in the future.



# The responsible retailing of alcohol

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Serving around  
410 million drinks  
each year in a  
responsible way is a  
fundamental part of  
how we operate our  
businesses



# The responsible retailing of alcohol



Serving around 410 million drinks each year in a responsible way is a fundamental part of how we operate our businesses. We recently updated our Alcohol and Social Responsibility Policy which highlights best practice in the following areas:

- promoting responsible drinking;
- responsible pricing and promotions;
- preventing underage drinking;
- working in partnership with local authorities, government and Pubwatch;
- investing in training our teams; and
- creating a safe and secure environment for our guests and employees.

The Policy has been communicated to all our frontline teams and is a key tool in understanding and promoting the high standards of responsible retailing we want to achieve and maintain. Mitchells & Butlers donated a substantial sum of money to the

charity Drinkaware last financial year. Our donation assisted the charity in their aims to promote responsible drinking, find innovative ways to challenge the national drinking culture, help reduce alcohol misuse and minimise alcohol-related harm.



## CASE STUDY

### Best in class



Best Bar None is a national best practice award scheme designed to raise standards within the licensed trade. It runs in various cities across the country and gives an opportunity for our businesses and teams to show just how good they are! As a company, we actively support Best Bar None and a number of our businesses have had outstanding results and won a variety of awards over the years.

We have seen particular success in the Best Bar None Nottingham scheme with several of our businesses being named winners. Spanky Van Dyke's, Nottingham won the public choice award for 'Best Small Pub' and all of our other businesses in Nottingham earned Best Bar None accreditation, recognising the high standards set by the management and their teams.

## CASE STUDY

### Drinkaware - Spot the Difference campaign



Mitchells & Butlers supported Drinkaware's Spot the Difference Campaign to encourage drinkers in Glasgow to swap their usual tippie for a lower alcohol version.

The pilot campaign, which ran in September and October 2013, was developed by Drinkaware and the Scottish Government Alcohol Industry Partnership (SGAIP), a partnership that aims to promote responsible drinking in Scotland.

The main aim of the campaign was to encourage 25 – 44 year old 'increasing risk' drinkers (those that regularly drink above the daily unit guidelines) to switch their usual drink to a lower ABV version (wine at 10%

ABV or less or beer at 3.8% ABV or less). By reducing an individual's unit intake the risk of long and short-term health harms associated with excessive alcohol consumption is also reduced.

Eleven pub and retail partners, including Mitchells & Butlers, were equipped with campaign materials comprising posters, beer mats, bar runners and tent cards to promote the activity. The point of sale activity took place in around 150 pub and retail outlets in the Glasgow City Council area over 8 weeks and Drinkaware are currently evaluating the impact the campaign had on behaviour.



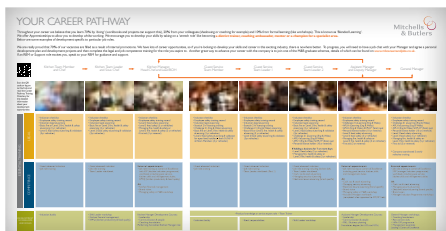
# People love to work with us



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**In July 2013 83%  
(33,000) of our  
employees responded  
to our in-depth annual  
employee survey,  
Your Say.**

# People love to work with us



IF YOU WANT TO BE HEARD...  
GET YOURSELF ELECTED TO JOIN THE  
M&B BUSINESS FORUM

AND GIVE YOURSELF THE OPPORTUNITY TO:

- Hear the voices of the senior management first hand when they deliver some interesting presentations about the Company's performance and future plans.
- Use your voice to ask questions on behalf of your colleagues about issues that particularly concern or interest them, such as developments in e-learning, accessibility of the retail graduate scheme, or perhaps our people and productivity system.

THE BUSINESS FORUM CURRENTLY HAS THE FOLLOWING VACANCIES:

- 1 x Retail Management Representative and 1 x Deputy Retail Management Representative
- 3 x Retail Team Member Representatives and 1 x Deputy Retail Team Member Representative
- 1 x Corporate Representative and 1 x Deputy Corporate Representative

HOW DO I GET NOMINATED FOR ELECTION?

Firstly, to be eligible, you need to have at least one full year's continuous service. If you have, then simply complete the nomination form which includes your election statement giving the reasons you think you'd make a worthy candidate and your supporter's contact details (see nomination form for details). Nomination forms available from Outhwaite, the internet or your manager.

Your form must have been received by:  
Carol Thorne, HR Department, Retail Support Centre,  
Mitchells & Butlers, 27 Fleet Street, Birmingham B3 1JP  
by the end of 2nd August.

WHAT'S THE COMMITMENT?

Once elected you'll stay on the forum for a maximum of three years and you'll be expected to attend up to two meetings a year, plus an initial training session about your duties as an elected representative.

Mitchells & Butlers

Last year saw the creation of our three-year People Strategy; People love to work with us. In a growth industry that historically has high levels of employee turnover, the strategy lays out our long-term plan to attract the best people and to provide effective training and development and a fair reward and recognition framework. We believe that this strategy will result in increased levels of employee engagement and in reduced employee turnover. Last financial year our hourly paid retail staff turnover was 4% lower, meaning fewer people left Mitchells & Butlers than in the previous year.

## Creating jobs

Last year we created 500 new jobs by opening new retail sites across the UK.

## Vocational learning

We have around 1,600 apprentices on vocational learning programmes across the UK.

After working together for a decade, Mitchells & Butlers and its training provider partner, Babcock International Group, were recognised at the Hospitality Guild Apprenticeship Awards in the Partnership of the Year category. The partnership is now considered to be a best practice model within the hospitality industry.

## Careers and learning

All of our employees have access to information about how they can progress their career with us. We have a number of learning and development programmes in place across Mitchells & Butlers, from a chef's induction to executive coaching.

## Listening to our people

We continue to encourage feedback from our employees about their working relationship with the Company, their managers and their colleagues. In July 2013 83% (33,000) of our employees responded to our in-depth annual employee survey, Your Say. Our retail team member and general manager engagement levels remained relatively high and stable and our central retail support team engagement scores reached an all-time high.



## Fair reward and recognition

We believe in fair rewards and recognising our people for their contribution. All of our employees have access to a wide range of Company benefits, such as Sharesave, Free Shares, employee discount, pension for eligible/entitled workers, dental plans and childcare vouchers.

On 1 January 2013, we became fully compliant with the Workplace Pensions Reform Regulations to enrol automatically all eligible workers into a Qualifying Workplace Pension Plan.

**pickaperk**

In February 2013 we launched a new employee benefits platform called pickaperk which offers our employees exclusive savings and discounts on millions of products and services from thousands of retailers. Last financial year our employees took advantage of discounted goods to the value of over £350,000.

There was widespread media coverage earlier this year about companies that employ people on a 'zero hours' contract. Company policy is to state clearly on a contract the minimum hours an employee is required to work.





## Diversity

Mitchells & Butlers is committed to providing equal opportunities for all of our employees. Our Diversity Policy ensures that every employee, without exception, is treated equally and fairly and that all employees are aware of their responsibilities.

The Policy confirms that there will be no direct or indirect discrimination in respect of age, disability, religious belief, gender, sexual orientation, race, colour, marital status, political belief and nationality, or any other category defined by law in all aspects of employment including recruitment,

promotion, opportunities for training, pay and benefits.

The table below provides a breakdown of the gender of Directors and employees at the end of the financial year:

	Men	Women
Company Directors	8	1
Other senior managers	10	3
All employees	19,431	20,194

## CASE STUDY

### Believe in Young People



**Believe in  
young people**

We are working in partnership with 'Believe in Young People' to bridge the gap between education and employment.

Believe in Young People are committed to helping young people find the right career destinations and pioneer creating a solution to build a quality sustainable workforce pipeline from school into employment.

As a company we see the benefit in taking time to invest in and develop young people and have created our own schools link

programme to help support this. The programme intends to inspire a generation by showcasing the credibility of the hospitality industry and help us to spot the talent of the future, as well as highlight the training and apprenticeship opportunities we have on offer.

We have recently launched the schools link programme within our Vintage Inns brand and are working with a number of senior schools across the country.

## CASE STUDY

### Mitchells & Butlers goes back to school



Mitchells & Butlers has introduced an on-line degree for managers run by University College Birmingham (UCB).

The first-intake of 45 M&B retail managers have now enrolled on the new Managing in Service Industries course, a higher education foundation degree that covers a range of practice-based modules designed to enhance managers' performance in busy commercial environments.

The three-year degree comprises a total of 10 modules, which are studied one at a time, and include key subject areas including business economics, financial

administration and human resource planning. The part-time programme is delivered online and features a range of activities such as podcasts, videos, slideshow presentations and study blogs.

Susan Martindale, Group HR Director said: "By building a partnership with UCB we can offer our employees a professional, relevant and accessible way of learning.

"Our employees have the chance to enhance their skills which not only benefits Mitchells & Butlers, but ultimately helps us to continue to deliver great service to our guests."

## CASE STUDY

### Browns takes on more apprentices



Browns has announced the second phase of its catering and hospitality management apprenticeship scheme, in conjunction with Apprentice 1st, following the successful first round of apprentices.

The apprentice plans will see Browns take on a further 20 plus apprentices in 2013. The new arrivals will add to the 60 apprentices already hired by Browns since it started its scheme in October 2012.



Participants of the first round will now graduate from Level 2 Food & Beverage Apprenticeship and Level 2 Professional Cookery Apprenticeship respectively and progress to a Team Leading qualification, setting them up for Level 3 next year.

Richard Cox, Brand Operations Director for Browns said: "Catering is not often a young person's first choice of career, and yet we have a large demand for skilled staff. By providing a structured framework for training and career progression, our apprenticeship scheme allows young people to learn while they earn and has enabled us to recruit and retain a number

of excellent team members to join our very loyal and highly skilled existing work force.

We are offering extremely competitive rates of pay which are the equivalent to the full rate for the jobs being performed, plus the apprentices receive training with a nationally recognised qualification at the end of the 12-month training period."

Andrea Dodd, Operations Manager at Apprentice 1st, said: "Browns' apprenticeship programme shows the importance that leading employers are placing on Apprenticeships to help recruit and train talented young people to become the high quality chefs and hospitality professionals they need for their growing businesses.

By working together with employers to offer high quality apprenticeship programmes, we can show young people and their parents that there are clear opportunities to climb the ladder right to the top through taking up apprenticeships."



# Giving something back

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Around £300,000  
raised and donated  
through corporate,  
brand, employee and  
guest fundraising  
activities



# Giving something back

We place a high importance on building strong relationships with our guests, our neighbours and our communities by encouraging our employees to support and fundraise for charitable and good causes.



## The Good Cause Fund

This fund exists to help our pubs boost their local fundraising. Last financial year we donated over £19,000 to a number of deserving local charities and groups.

## Employee donations programme

This fund exists to help individual Mitchells & Butlers employees (and retired employees) support a personal charity event or challenge of their choice. Last financial year we made donations of around £25,000 to a large number of local and national causes including Cancer Research UK, Birmingham Children's Hospital and Air Ambulance.

## Big-hearted brands, pubs and people

Last year, Harvester continued their support for Make-A-Wish® and raised around £65,000 by donating 10p from every special charity sundae sold and holding individual restaurant fundraising events. This has brought Harvester's total donation to Make-A-Wish® so far to a staggering £105,000.

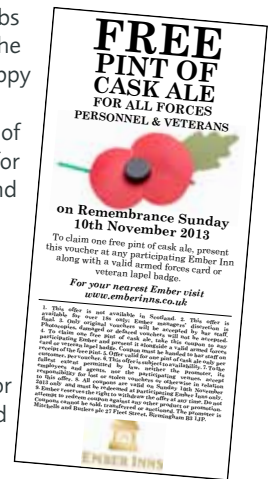
Our restaurants and pubs once again supported the Royal British Legion Poppy Appeal in November 2013 selling thousands of poppies to raise funds for thousands of serving and ex-Service people.

In March, O'Neill's danced its way into fundraising by holding its nationwide Join the Jig event to fundraise for worthwhile national and local causes. Their Join the Jig World Record Attempt was part of the St Patrick's Day celebrations and raised over £59,000 for a variety of good causes.

In May, 12 brave souls from across Mitchells & Butlers completed Tough Mudder 2013; a challenging 12 mile-long obstacle course designed by the Special Forces to test all-around strength, stamina, mental grit and camaraderie. The team raised over £6,000 for Birmingham Children's Hospital, Help For Heroes and LATCH.

In June, Crown Carveries offered armed forces personnel and veterans a free carvery meal or breakfast, for the fifth year running, to mark Armed Forces Day. The brand donated a total of 6,967 meals.

In September, The Longhorn in Walsall (Ember Inns) was crowned 'Best Charitable Pub' at the Publican's Morning Advertiser Pub of the Year Award:



## Supporting the Prince's Trust

We continue to support the Prince's Trust and last financial year made a corporate donation of £15,000. Additionally, a team of employees took part in the Prince's Trust Million Makers fundraising initiative, where teams compete to raise as much money as possible by setting up mini-enterprises. The Mitchells & Butlers team, Team Pride, raised over £75,000 in a variety of innovative ways. The Prince's Trust named Mitchells & Butlers 'top fundraiser' at their West Midlands annual recognition event, in recognition of Team Pride's outstanding achievement.

## Marie Curie Cancer Care

This year our 1,600 businesses worked together and supported the Marie Curie Great Daffodil Appeal. All our restaurants and pubs sold daffodil pins during March and raised over £26,000 for the charity.





## CASE STUDY

### Best Charitable Pub



The Longhorn, Walsall (Ember Inn), has been awarded the title of 'Best Charitable Pub' at the Publican's Morning Advertiser Pub of the Year Awards.

The awards are organised by the industry magazine, the Publican's Morning Advertiser, and are recognised as the Oscars of the pub world. Judges were impressed by the variety of charity events at the Longhorn including a bungee jump, karaoke night, quiz night and auction.

Manager, Esther Bennett and her team have worked tirelessly to raise money for good causes and to build strong connections with their local community. Last year alone they raised over £11,000 for charity. It is fantastic

that their commitment and hard work has been recognised at a national level.

What sets Esther apart is her undiluted passion and personal commitment to positioning the Longhorn at the very heart of its Walsall community. Fearless and inspiring at the same time, nothing is off limits for the right cause - hence her taking on a charity skydive!

Esther Bennett, Manager said: "We are delighted to have won the title - it is great recognition for the pub and the staff who work here and I am sure that our customers will be thrilled too."

## CASE STUDY

### Charity in action



Mitchells & Butlers Dragon boat team – Dragon T'ales, raised over £1,000 for Help Harry Help Others and made it through to the semi- finals! They are already gearing up to regain the title of Champions next year.



The Black Bull, York (Sizzling Pubs), took part in a sponsored bungee jump, and raised an amazing £1,980 for the Smiley Riley Fund, which helps parents whose children are undergoing chemotherapy with their living and travel costs.



In York, team member Sarah Fawcett from the Cross Keys (Nicholson's) took part in a sponsored trip across seven European countries in seven days to raise money for LINKS International. Sarah started her journey in Leeds and was successful in reaching the final check point in Croatia after 22 different rides, and raised a mighty £780 for LINK International.

# Environmental awareness



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**We have successfully installed 237,000 LED lamps in our guest facing areas, helping us make considerable savings on our energy consumption**



# Environmental awareness

We continue to manage successfully our energy, waste and water in a manner which is not only cost effective for the business but reduces our impact on the environment.



## Our food waste recycling generates enough electricity to power 4,450 UK households



## Carbon emissions

Our proactive management of energy consumption, procurement and carbon emissions continues to deliver significant benefits to our business. During the last year our electricity consumption has reduced by over 4% through a combination of behavioural change programmes and investment in making our buildings and equipment more energy efficient. The harsh winter made managing our gas consumption particularly challenging whilst keeping our restaurants and pubs warm and cosy for our guests. This resulted in a small increase in our overall emissions by 3.5% CO<sup>2</sup> (tonnes).

## LED lighting installation

We have successfully completed the installation of LED lighting in guest-facing areas in all of our businesses. In total, we changed 237,000 lamps which helped us to make considerable savings on energy consumption as well as enhancing the ambience in our pubs.

## Less is more – waste management

We have established a solid waste disposal strategy to reduce, re-use and effectively recycle the waste generated by our restaurants and pubs. Based on current activity we are recycling the equivalent of 13,000 tonnes of cardboard, 19,500 tonnes of glass and 3,000 tonnes of aluminium per annum. Recycling this waste would save approximately 200,000 trees and thousands of tonnes of raw materials used in the manufacture of these items. Our current food waste recycling initiative would divert around 58,000 tonnes of food waste to energy from waste facilities, generating enough electricity to power 4,450 UK households and save around 700,000kg of CO<sup>2</sup> every month.

These combined initiatives would divert over 90,000 tonnes of material from being sent to landfill. We effectively reduce, re-use and recycle the waste generated by our restaurants and pubs.



## Water consumption

We are working with manufacturers and our suppliers to reduce the amount of water we use. We have begun the installation of AMR (automatic meter reading) equipment into our businesses to allow us to control our water consumption to even greater levels.

## Insulation and draught proofing

We have improved insulation and draught proofing, wherever possible, across the estate. This means more of the energy we use to heat our pubs was retained within the building which subsequently reduced our energy consumption.

## Energy Managers Association

In recognition of the energy savings achieved by Mitchells & Butlers, our Head of Energy, Environment and Sustainability has been elected Chairman of the Energy Managers Association. The EMA is an organisation which works alongside Government and industry to promote reductions in energy consumption in the UK.



## CASE STUDY

### Cellar cooling



Our cellars are cool for more than one reason. They are quite literally cold - keeping the air temperature at the perfect 11-13 degrees - but they are doing this using cold air from outside, saving electricity, carbon and money.

In 2011 we collaborated with two supplier partners, Wolseley Climate Centre and GEA Searle, to develop an award winning free air cellar cooling system. This meant that when it was cold enough outside, our free-cooling system would kick in, and the traditional system would turn off; but when it was too warm outside for free cooling (above 8 degrees) the opposite would happen.

The system has saved us a huge amount of energy and we've now installed the cellar cooling system in over 600 businesses so everyone gets the benefit of lower energy costs.

Our successful cellar cooling system work led to further investigation into how our beer is cooled to just the right temperature for drinking. Our glycol chiller systems are

traditionally left on all day, every day, even though the beer doesn't need to be chilled constantly throughout the night.

We saw the potential for saving energy by introducing an 'intelligent' timer system. By plugging the system into these timers, it automatically turns the system off after closing time and then back on again in the morning, an hour before opening. These timers are smart enough to keep the system running during special events, such as Christmas and New Year.

After developing the retrofit timer, we worked closely with our supplier of the Glycol units, Brandels, a division of Booth Dispensers Ltd., to make sure the system was installed as standard with all new glycol units.

This work has created some impressive CO<sup>2</sup> savings for the business. The free cooling systems and our glycol timers brings the total CO<sup>2</sup> saving from our cellars to 3,300 tonnes a year, the equivalent of going to the moon and back over 20 times!



If you have an enquiry about Mitchells & Butlers' social responsibility policies or practices then please contact:

Email: [csr@mbplc.com](mailto:csr@mbplc.com)

Mitchells & Butlers plc,  
27 Fleet Street,

Birmingham B3 1JP UK

