

Charlie Bigham's

IMPACT REPORT 2025



Welcome to our 2025 impact report

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This year we're sharing a shorter interim update, highlighting the key areas of progress we've made against our impact strategy during our 2025 financial year (FY25).

'We are proud to have continued to grow our business, make our food even more delicious and we're on track to attract nearly one million new consumers to our brand. All this while also achieving the milestone of donating £1m to our charitable partners; being recognised in the UK's Top 19 Best Workplaces and reaching our goal of zero edible food waste. Our fundamental belief remains the same: successful and growing businesses can and should aim to be businesses that do good too.'

CHARLIE BIGHAM, FOUNDER



We're proudly a B Corp™

We've been a certified B Corp since 2020, and we're excited to continue being part of an incredible community of beacon businesses that show we can be a force for good, while being profitable.



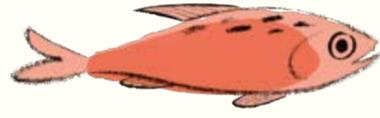
Charlie, Founder

Patrick, CEO



17,000

people brought Charlie's passion for food into their own kitchens with his first cookbook



47

visits to fields, farms, fisheries and other sites of our trusted suppliers



31.5 million

delicious dishes made in FY25



689

team members based at our two kitchens in London and Somerset

Our impact highlights ^{FY25}



148

tonnes of surplus edible food shared with our incredible charity partners



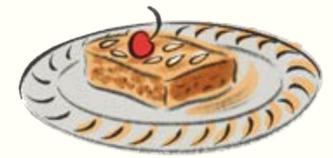
0

tonnes of edible food wasted in our kitchens since August 2025



£1 million

donated to food-focused charities, with +£352,000 in FY25



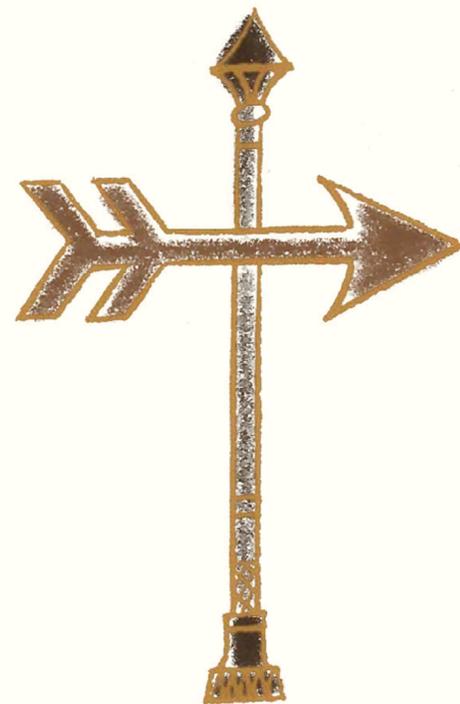
19th

place in the top 100 UK's Best Workplaces™ list for large companies

Progress on our impact strategy in FY25

We want to be a beacon business that can thrive and grow while benefitting people and our planet.

Our three-pillar impact strategy guides our work to deliver our purpose: Passion for Food, Healthy Planet and Thriving People.



	OUR GOALS	OUR PROGRESS IN FY25
PASSION FOR FOOD	<i>100% sustainably sourced key ingredients by 2027</i>	We launched a sustainability Self-Assessment Questionnaire (SAQ) with key suppliers, covering our Baker's Dozen and other high-impact ingredients.
HEALTHY PLANET	<i>Zero edible food waste by 2025</i> ✓	After halving our edible food waste in FY24, we reached zero this year, sending no 'edible' food to waste since August 2025.
	<i>Net zero emissions by 2040 in line with science-based targets</i>	Our ambitious climate goals were verified by the Science Based Targets Initiative and we reduced our carbon emissions per meal by 7.5% in FY24 from FY23.
THRIVING PEOPLE	<i>Consistently remain a Top 100 listed Great Place to Work</i>	We're incredibly proud to have reached 19th place in the top 100 UK's Best Workplaces™ list for large companies
	<i>Deliver 10,000 hours of volunteering for good causes by 2027</i>	Our team contributed 4,905 additional hours in FY25, bringing our total to 9,912 hours volunteered since FY22.

FY25 HIGHLIGHT: PASSION FOR FOOD

Sun-ripened tomatoes, grown sustainably

Tomatoes are a humble but hero ingredient in many of our dishes, from Mediterranean-inspired moussaka to our delicious Meatballs Al Forno.



We source tomatoes for our sauces and ragus from a family-owned farming and processing business in Greece. Started more than a century ago on the Greek island of Santorini, today they remain a third-generation family-run business supporting farming communities across some of Greece's most productive tomato-growing regions.

We visited our tomato supplier this year to learn more about how climate change is affecting their growing conditions, and how they are using sustainable farming methods. Rising temperatures, intense heatwaves, shifting rainfall patterns and droughts are posing real challenges, affecting everything from water availability to tomato quality. Despite this, our supplier has invested for years in innovative climate and nature-positive practices to increase their climate resilience and tomato yields.



Building climate resilience

Some of the key sustainability projects our tomato supplier has invested in include:

- **CLIMATE AND WATER-SMART FARMING TECHNOLOGY** providing real-time data on plant health, irrigation needs and nutrient levels. They use 100% drip irrigation to reduce pressure on local water resources.
- **REGENERATIVE AGRICULTURE AND SOIL HEALTH** programmes including crop rotation and cover cropping. Returning natural plant matter back into the soil after tomato harvests improves soil structure, locks in carbon and helps crops withstand heat and drought. They've also systematically tested hundreds of fields to monitor soil fertility and target soil health projects where they're most needed.
- **BIODIVERSITY PROJECTS** to create flowering plant margins around the edges of tomato crops, supporting insects and pollinators and providing natural pest control, reducing use of chemical pesticides.
- **WATER AND CARBON FOOTPRINT ASSESSMENTS**, measuring their water and emissions hotspots across their farming and factory operations to guide more efficient water use and target carbon emission reductions.



FY25 HIGHLIGHT: HEALTHY PLANET

Mission complete: zero edible food waste

We've always believed that good food should be eaten and enjoyed - never wasted.



We're incredibly proud that this year we reached our long-standing goal of zero edible food waste in both of our kitchens. It's the result of years of innovation and quiet determination across our kitchen teams, as they found new solutions to reduce waste and share surplus food with our incredible charity partners.

To meet our goal, we first had to define what food waste is 'edible' (like pastry trimmings or surplus sauces) and what is sadly 'not edible' (like chicken bones or plate scrapings from our staff cafés). Then we invested in highly accurate kitchen scales and careful planning of exact ingredient quantities to reduce waste. We developed new recipes to use surplus ingredients like chicken wings and worked with our charity partners to safely store and package a wider range of surplus food like our delicious sauces.



These changes helped us halve our edible food waste in FY24, then this year we've gone one better: we reached zero tonnes. Since August 2025, no edible food waste has been thrown away in our kitchens - and we now only need non-edible food waste collections every fortnight because there's so little to collect. We've also saved £130,000 with better forecasting and reducing our ingredient spend so it's good for our business too.

Our charity partners have been vital to this journey. Working with FareShare South West, The Coronation Food Project, City Harvest and FoodCycle, we've saved and shared hundreds of tonnes of surplus ingredients and meals, helping redirect hundreds of thousands of portions to hungry families across the UK since 2021.



FY25 HIGHLIGHT: THRIVING PEOPLE

£1 million donated to food charities

Our passion for food has always gone hand in hand with supporting people through our food charity partners.



We've donated hundreds of thousands of surplus meals and portions of ingredients each year, and we've committed to giving at least 2.5% of our annual profits after tax to charities aligned with our purpose.

In FY25, we donated more than £352,000 which equates to 3.4% of our post-tax profits. This means we reached a new milestone: we've donated £1 million to food charities since 2015. All our charity partners work with people and food in some way and are based in and around our local communities in London and Somerset.

Our incredible charity partners have improved school meals for thousands of children, enabled hundreds of vulnerable people to find secure jobs in food and hospitality, provided job opportunities for people with learning differences, and distributed surplus meals and food to those who need it most. Reaching £1 million of donations is a proud moment for us - but what matters far more is how our charity partners have changed people's lives. Here are some highlights of their amazing work:



OUR ANNUAL DONATIONS

A snapshot of some great causes we've supported



2015-2021

Supported City Harvest's incredible work to help feed a network of communities across London that are experiencing food poverty.

£325k

£65k



2022

Donated to Heads Up, who deliver life skills courses and community groups for adults living with dementia to support their mental wellbeing.



2023

Supported Step and Stone to expand their amazing programme for more than 100 adults with learning differences to join supported work placements and learn new skills in their bakery.

£137k

£139k



2024

Helped fund a three-year programme for Chefs in Schools to send professional chefs to train kitchen teams to cook brilliant and nutritious lunches at schools across London and Somerset.



2025

Supported FoodCycle to provide welcoming community meals for people at risk of food insecurity and social isolation, helping them serve more than 120,000 nutritious meals in 2025.

£352k

£1 million

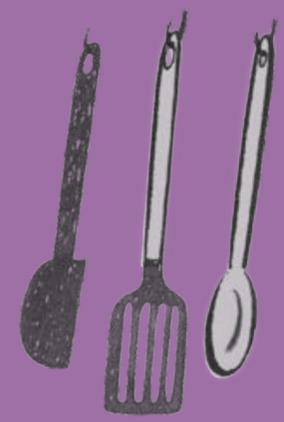
giving milestone reached

* These figures reflect donations paid out to charities and differ from the committed amounts reported in our FY24 Impact Report.

FY25 HIGHLIGHT: THRIVING PEOPLE

We are one of the top 20 great places to work in the UK

We are thrilled to be named one of the UK's Top 20 Best Workplaces, jumping 58 places to be ranked 19th nationally - and we're one of very few food manufacturers to make the list.



It's our fifth time being recognised by Great Place to Work®, but this year feels extra special. While it's nice to win awards, we think it's more important to celebrate our amazing people. Together, everyone in our kitchen and support teams have built the culture of care, trust, fun and belonging that makes Bigham's what it is.

We've listened to what matters most to our people and focused on getting the basics right: engagement, development, inclusion and wellbeing. We also prioritise making time for celebration and fun, with our regular café briefings, family fun days, summer BBQ and cookery competitions.

Our annual survey showed that 88% of our team agree that Bigham's is a great place to work, and that trust in leadership, fairness and teamwork are at the heart of our culture. We know that being a good employer isn't something you win once and then forget about, so we'll keep striving to ensure everyone feels valued at work.



'I've created real friendships here, everyone here is like a family, always supporting each other, always there for each other'

'I think my team leader does an excellent job. She is caring and thoughtful'

'Love every minute, every day - everyone works together, helps each other out.'



OUR GREAT PLACE TO WORK JOURNEY

2018

We partnered with Great Place to Work® to measure and improve our workplace culture, starting with a 66% Trust Index score.

2021

First recognised as 38th on the UK's Best Workplaces® List

2022

Recognised with three awards for Best Workplaces, Best for Wellbeing, Best for Women.

2023

Improved our Trust Index score and earned multiple workplace awards.

2024 - 2025

We leapt 53 places to reach 19th nationally on the UK's Best Workplaces™ List (Large), with an 84% Trust Index score and awards for Women, Development and Wellbeing.

PASSION FOR FOOD

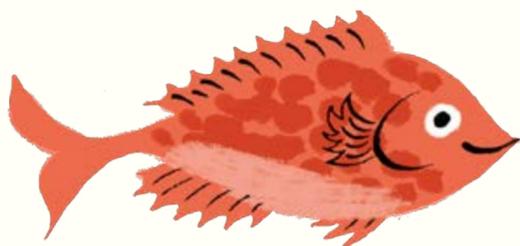
FOR FOOD

Our passion for making delicious food means doing things the right way, from farm to fork – and that starts with sourcing ethical and sustainable ingredients from suppliers we know and trust.

OUR SUSTAINABLE SOURCING APPROACH

All of our ingredients are traceable back to source and we're working towards our goal to only use 100% sustainably sourced key ingredients by 2027.

At a minimum, all suppliers must follow our Code of Conduct which outlines our expectations on respecting human rights, animal welfare and the environment. More than three-quarters (76%) of our suppliers are linked with us on Sedex, which means we can track the results of social and environmental audits at their operations.



What does sustainable sourcing mean for Bigham's?

As we work to source our ingredients ever more sustainably, we will:

- **PRIORITISE LONG-TERM PARTNERSHIPS** and short supply chains to ensure consistency and sustainability
- **BUY FROM CERTIFIED SUSTAINABLE SOURCES** for high-risk ingredients where we think third-party standards are most important, such as fish, seafood and palm oil.
- **FOR OUR BAKER'S DOZEN**, work towards regenerative sourcing wherever possible
- **PRIORITISE BRITISH INGREDIENTS**, if all other principles are met, to support local economies and limit our carbon footprint
- ...all this while delivering exceptional flavour in every product.



We use hundreds of ingredients in our dishes, so we are focusing on sustainable sourcing projects for 13 key ingredients, which we affectionately call our 'Baker's Dozen'.

Some of the key projects across our Baker's Dozen ingredients this year include:

- **FRESH PARSLEY:** we met with our parsley suppliers to learn about their regenerative farming pilots and how techniques could be scaled for greater yields.
- **ONION:** we approved a new UK supplier for British-grown onions all year round, bringing the source much closer to home.
- **CURED MEATS:** we ran taste and quality tests with a new supplier for a chorizo made with natural casing and free from artificial additives.
- **COCONUT:** we faced significant challenges sourcing good quality coconut cream as bad weather affected coconut yields across southeast Asia. We had to change where we source coconut from, and we are still working to find a secure and sustainable long-term supply.



This year, we took an important step forward in our sustainable sourcing work, launching a Bigham's sustainability Self-Assessment Questionnaire (SAQ) with our suppliers. We sent questionnaires to 26 of our key suppliers, including our Baker's Dozen ingredients and some ingredients with a higher carbon footprint like meat and dairy products.

We are using the insights to engage more deeply with suppliers, share our sourcing expectations and identify priority areas for improvement. This work is helping us support suppliers at different stages of their sustainability journey, including working together to build action plans where needed and strengthening long-term partnerships.

OUR ANIMAL WELFARE STANDARDS

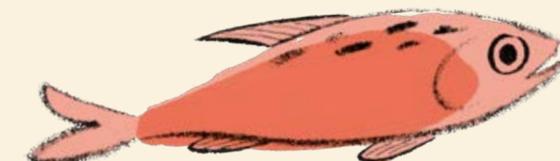
Meat and dairy

We source all our meat and dairy from suppliers we know and trust, who are required to meet internationally recognised animal welfare standards, including the Five Freedoms. Our beef comes from British suppliers leading on high welfare and sustainable farming; lamb is outdoor grazed and sourced from New Zealand, Great Britain and Ireland; pork is Red Tractor certified as a minimum; and chicken is sourced from UK and EU farms certified to Red Tractor or higher welfare standards. All our eggs are pasteurised and free range.



Fish and seafood

We use both wild-caught and farmed fish and seafood, sourcing only from certified fisheries and farms to ensure high standards of welfare and sustainability. All wild-caught white fish, including hake and haddock, is Marine Stewardship Council (MSC) certified, while our farmed salmon is Aquaculture Stewardship Council (ASC) certified. Our king prawns are Best Aquaculture Practice (BAP 4-star) certified, covering environmental, social, food safety and animal welfare standards.



HEALTHY PLANET

To do our part for a healthy planet, we're taking action on climate change and reducing food waste, while supporting more sustainable and resilient agriculture and food supply chains.

OUR CLIMATE ACTION JOURNEY

We've set ambitious carbon reduction goals, and we're pleased that the Science Based Targets Initiative gave its stamp of approval on our net zero carbon targets this year. This means our targets are independently verified as being in line with climate science to limit global warming to 1.5°C.

We know that meeting these ambitious climate goals will be challenging. In FY25 emissions from our direct operations (Scope 1 and 2) decreased by almost 7% compared with FY24. While emissions from refrigerants increased, we used less gas in our Quarry kitchen and had more accurate data on energy bills which reduced our direct emissions.

Our climate change targets

Our goal is to reach net zero emissions by 2040. We've set near-term targets to reduce our absolute greenhouse gas emissions by 42% by 2030 (scopes 1, 2 and 3). Our long-term target is to reach net zero by reducing our emissions by 90% by 2040.

We've also set ambitious targets to reduce our forest, land and agriculture (FLAG) emissions by 30% by 2030, and by 72% by 2040, in line with the Science Based Targets Initiative guidance. The baseline year for our targets is 2023.

By far the greatest portion of our footprint (97%) comes from our supply chain (Scope 3 emissions), with raw ingredients representing our largest source of emissions. Because calculating our full value chain footprint is more complex, the most recent year for which we have a complete greenhouse gas footprint is FY24. Our total greenhouse gas footprint (Scopes 1, 2 and 3) was stable in FY24 compared to FY23, despite us making more meals. Our carbon intensity - measured as emissions per meal produced - decreased by 7.5% over the same period.



OUR CARBON FOOTPRINT



* Scope 1 and 2 restated for FY24 due to more accurate data on refrigerants and energy bills.

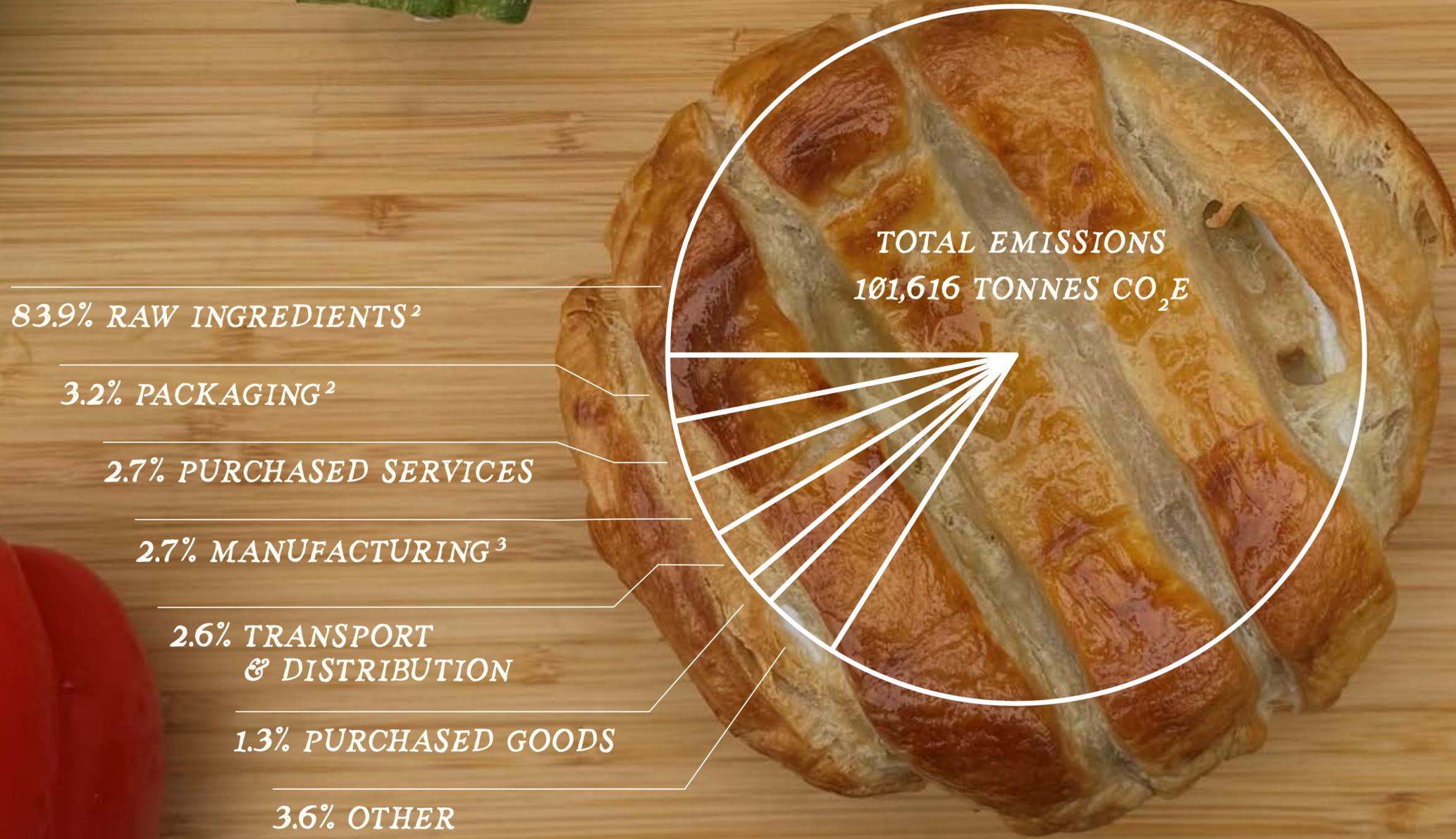
Some of the actions we've taken to reduce our greenhouse gas emissions include:

- **SWITCHED TO FEWER DELIVERIES OF MILK AND CREAM** to our London kitchen. By halving deliveries from six to three per week, we have cut our transport emissions by more than 60 tonnes of CO₂e per year.
- **IDENTIFYING OUR TEN HIGHEST-EMITTING INGREDIENTS** and requesting carbon data from suppliers. We'll use this insight to partner with them to support their progress towards net zero.
- **DEVELOPING A SEVEN-STEP EMISSIONS REDUCTION PLAN** across our operations, including better energy monitoring, adjusting cooking and chilling temperatures, encouraging behaviour change, and switching to lower carbon sources for heating, steam and gas.
- **INVESTING IN ADDITIONAL RENEWABLE ENERGY**, with major new solar capacity planned at our Quarry kitchen from FY27.



Our carbon footprint from farm to fork, and beyond in FY24¹

(Scopes 1, 2 and 3)



1. We report the breakdown of our full greenhouse gas footprint (Scope 1-3) and carbon intensity for FY24, not FY25, due to the complexity of gathering this data
2. Figures include the emissions associated with changing land use for growing and rearing ingredients for our meals and food served in our on-site staff café, and the materials for our packaging
3. Manufacturing emissions from gas use in our buildings (Scope 1)

Packaging we're proud of

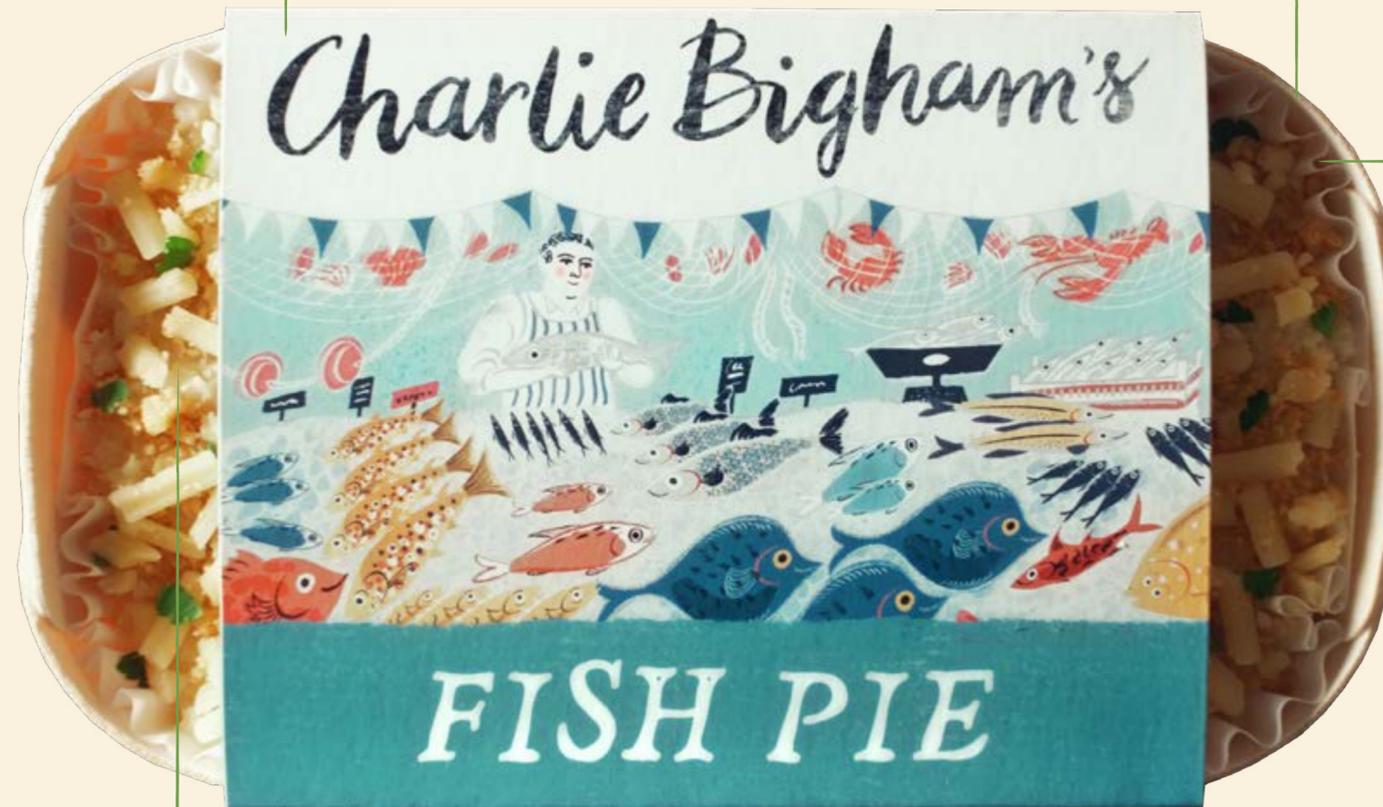
We aim to get delicious food from our kitchen to your plate in the most sustainable packaging we can find - with responsibly sourced, low-impact materials we can be proud of.

Wooden trays

PEFC-certified wood from sustainably managed forests. Our iconic trays have a carbon footprint around ten times lower than aluminium and six times lower than recycled plastic. Certified safe for industrial composting and can be disposed of in garden waste collections if clean.

Cardboard sleeves and boxes

FSC-certified cardboard, which can be widely recycled.



Paper liner

FSC-certified paper, which can be recycled in household paper collections if clean.

Plastic film

30% recycled plastic content, which can be recycled at large supermarkets if clean.

Ceramic pots

Natural red clay, using less energy in production than glazed white clay. Not recyclable but reusable in the garden or kitchen - try the recipes in Charlie's new cookbook.



THRIVING PEOPLE

Team health and safety

Keeping people safe in our kitchens is fundamental to our commitment to being a better business. We have an “aim for zero” safety culture with teams encouraged to report incidents, near misses and potential hazards. Safety learnings are shared between our two kitchens, helping to spread best practice, improve consistency and reduce accidents across the business. We broadened how we categorise accidents this year to include any minor incidents even if they didn’t require first aid. Our accident rate tripled as a result, from 0.9 to 2.7 accidents per 1000 hours worked, which we’re comfortable with, as we believe better reporting will help us to keep reducing incidents.



Supporting wellbeing

We want our teams to feel their best, and we offer emotional and practical support and wellbeing benefits whenever it’s needed. Recognising that wellbeing can be affected by circumstances beyond work, we launched a new hardship fund this year, providing additional financial and practical support to colleagues experiencing serious or unexpected difficulties.

Our Medicash healthcare plan continued to see strong take-up, helping people access everyday health services such as a Virtual GP and cashback for private health and dental care. We also provide a confidential employee assistance programme, offering 24/7 counselling and advice on mental health, legal and financial matters.

We further strengthened our mental health support by training 18 additional mental health first aiders across the business and introducing mental wellbeing walks, encouraging open conversation, connection and care for one another.



Diversity, equity and inclusion

We want Bigham's to be a workplace where everyone feels valued, respected and able to thrive. This year we continued our focus on supporting women to develop and progress across our business. Gender balance in our team remained largely stable this year, and our latest gender pay gap report indicates that more women joined in and were promoted into higher paid roles than previously.

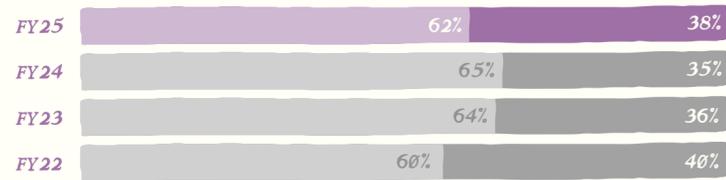
We piloted a new "stars of the future" women's programme at our Quarry kitchen in FY25. The aim was to encourage more women into team leader roles by building confidence, leadership skills and readiness to apply. The pilot achieved its target of 30% female team leaders at the Quarry kitchen, and we're taking learnings forward as we rollout the next cohort. A new women's employee group was also launched with senior team sponsorship, giving women from different teams and roles space to come together, share experiences and help shape actions to support gender equity across the business.



GENDER BALANCE

Male Female

ALL COLLEAGUES



MANAGEMENT ROLES



TEAM LEADERS



KITCHEN TEAMS



85%
of our team said
'I can be myself here'
in our annual team
happiness survey



Volunteering

We made great progress towards our goal to deliver 10,000 hours of volunteering by 2027. In total, our team contributed 4,905 additional hours in FY25, bringing our total to 9,912 hours volunteered since FY22 – we're almost there!

Highlights from our team's efforts this year include volunteering to maintain the Strawberry Line cycle path in Somerset and thousands of hours spent by our team collecting, packaging and chilling surplus food for donation to our charity partners.



Our impact data FY25

	FY23	FY24	FY25
PASSION FOR FOOD			
Suppliers linked on Sedex	–	72%	76%
HEALTHY PLANET			
Surplus meals and ingredient portions donated to charity	256,000	242,000	350,000
Food waste* (thousand tonnes)	552	648	370
Food waste per dish (grams per dish)	20	22	15
Carbon footprint (Scopes 1, 2 and 3)	102,361	101,616	–
Energy used (kWh)	21,668,627	21,873,089	20,762,290
Energy intensity (kWh per dish made)	0.77	0.73	0.66
Water used (M ³)	88,134	90,699	90,940
Water intensity (litres per dish made)	3.12	3.02	2.89
THRIVING PEOPLE			
Gender balance: percentage of women in the team (all colleagues)	36%	35%	38%
Accidents (per 100,000 hours worked)	2.8	0.9	2.7
Lost-time injuries (per 100,000 hours worked)	2.81	1.91	0.26
Volunteering hours by our team	803	4,470	4,905
Amount donated to charities per year (£)	£137k	£139k	£352k
% of profits after tax donated to charities	4%	3.5%	3.4%

*this includes all food waste, both edible and non-edible



Thank you

Thank you for reading our fifth impact report.

If you have any feedback or suggestions, we would love to hear from you – please email us at

hello@bighams.com