



# SUSTAINABILITY

## REPORT 2023/24

Our Social Responsibility Progress

Naturally Fabulous





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# Letter From The CEO



I'm delighted to be introducing our 4th Sustainability report. As a business we have always been committed to sustainability by looking after the environment, our staff and working closely with our partners and suppliers to ensure the same values and commitment.

We have further strengthened our commitments every year and this year is no exception. Being selected as a finalist in the Sustainability category of the Solent 250 awards was a wonderful external recognition of our achievements this year. We achieved our goal of a gold medal in our EcoVadis sustainability assessment. We increased our score from 69% to 74%. This meant we were among the top 5% of all the companies assessed by EcoVadis in the last 12 months.

Our business is healthy and continues to grow and in 2023/24 we achieved, yet again, record sales and profit figures. So therefore to be recognised as a 'Growing business of the year' and 'Export Champion' finalist is very rewarding. We have further defined our business growth plans and continue to invest significantly in our people, plant, facilities and equipment in line with these plans.

This year we are embarking on our 'Project Polar Bear' which sets out a 5-year plan to take us closer to our carbon reduction goals. We are very excited about some of the groundbreaking changes that we will be implementing to reduce our fossil fuel usage and to enhance our facilities to make them more energy efficient as well as the addition of solar panels.

We continue to reduce waste, waste water and packaging and evolve our policies including on human rights, ethics and sustainability.

We are grateful to our suppliers for working with us to ensure a sustainable supply chain and to our customers for guiding us in our goals and objectives.

We are a proud and passionate, independent, family-owned business and we want to ensure we will be securing a sustainable business for all the future generations of the Hitchen family as well as ensuring we contribute, as best we can, to making the world a healthier place for all future generations.

Enjoy reading!

Eva Agnew  
Chief Executive Officer (CEO)

# About Lionel Hitchen Ltd

## Our business

Lionel Hitchen is a privately owned limited liability company manufacturing and supplying natural flavours and flavour ingredients to the food and beverage industry in over 50 countries globally since 1965.

Our head office is in Andover, Hampshire in the United Kingdom, and we operate from two sites in Hampshire - Barton Stacey (manufacturing site) and Virginia Works (Andover site, warehouse, offices and development labs). We also have a subsidiary in the USA.

## Our Operations

We pride ourselves on our extensive range of flavour ingredients, following the highest quality practices at all stages of manufacturing, from raw material sourcing, processing & production consistency, through to delivery to customer.

## Our Employees

We credit our continued success to our great employees; 28% of whom have worked for us for over 10 years.

## Our continuous improvement programme

World Class Manufacturing (WCM) is another factor in our sustained growth over the last 10 years. It is a programme that is implemented across the whole business, to drive improvements, large and small.

All employees are encouraged to participate in improving our business to be more efficient, effective, safe and comfortable.

## Our Quality and Food Management System

Being certified to BRCGS standards, ensures that our products are manufactured to high standards of quality which our customers can depend on.

We maintained our AA rating in 2024. We have continued to strengthen our Food Safety Culture this year and following a visit from the Business Director of the BRCGS, our Quality Manager was invited to speak at an IFST conference about how we have achieved that.



## Our Distributors



## Our Product capabilities

Include citrus specialities, herb and spice extracts and flavourings; selling them as ingredients for flavour and seasoning houses, and for direct use in food and beverage products. Our Creative Solutions Team are constantly crafting new formulations and processes to meet the changing needs of our growing customer base.

## Our New Product Development

Our success is measured using a Vitality Index. Approximately 8% of our revenue comes from products that we have launched in the last two years.

Our financial performance has continued to improve significantly year on year and the profits generated have enabled us to continue to invest in people and plant; to increase production capacity, skills, and extend market penetration through new product development and regional reach.

We have ambitious growth plans across each sector of our product range and market extensions.

We do not receive any financial assistance from the government.

We are proud and active members of:





# Governance

The business is managed by the CEO and 3 executive directors and the CEO reports to a shareholder board which consists of the 3 family shareholders, one non-executive director and one consultant.

This year our Operations Director (Tim Metcalfe) retired and was replaced by our Head of Manufacturing, Colin Scantlebury, who had been with Lionel Hitchen for 8 years.

The Executive Board are held to account for delivering against key performance indicators (KPIs) and report regularly to the Shareholder Board.

Lionel Hitchen Ltd is committed to complying with all relevant UK regulations and supporting customers to determine compliance to local regulations.

## Nomination and Focus on Sustainable Development:

All directors were assessed based on their competencies prior to their nomination and appointments. The board is involved in developing and approving key organisational strategies, values, policies and goals in relation to sustainable development.

Helen McNair, the Technical Director is mainly responsible for directing the Social Responsibility strategy of the company and progress is reported to the board every 2 months.

She also represents the company on:

- IFRA-IOFI Sustainability committee, representative for UKFA
- FDF Sustainability Strategy Advisory board
- Seasoning and Spice Association Sustainability working group

The other directors have also taken measures to advance their knowledge on sustainable development issues.

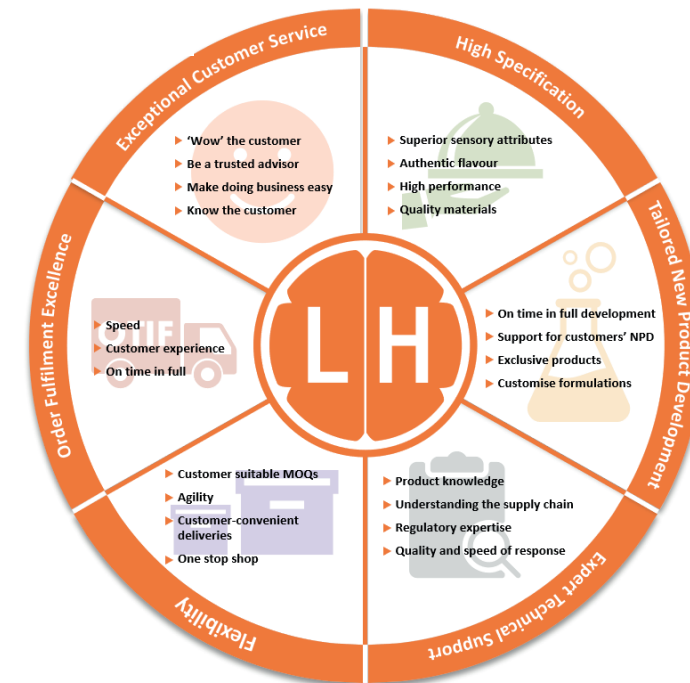
## Remuneration:

Executive Directors are on fixed pay with incentive bonus directly related to operational profit achieved. Salary increases are transparently related to achievement of personal performance against objectives set annually through Personal Development Review (PDR) process.

## Our Business Strategy

Our business strategy reflects our product positioning in the market, our approach to NPD, our appreciation of our customers by providing the highest levels of service, advice and support with the upmost flexibility and agility.

We regularly communicate our strategy to all employees.



In the picture we have from left to right Colin Scantlebury - Operations Director, Eva Agnew - Chief Executive Officer, Helen McNair - Technical Director, and Tim Brown - Sales and Marketing Director.

Name	Board role	Gender	Age range
Alison Barnes (nee Hitchen)	Owner-Director (Chairperson)	Female	70-75
Alastair Hitchen	Owner-Director	Male	70 -75
Peter Hitchen	Owner-Director	Male	65-70
Mohammed Khan	Non-Executive Director	Male	45-50
Eva Agnew	Chief Executive Officer	Female	60-65
Tim Metcalfe/Colin Scantlebury	Operations Director	Male	55-60/50-55
Tim Brown	Sales and Marketing Director	Male	55-60
Helen McNair	Technical Director	Female	55-60



# Our Business Awards



fdf  
AWARDS

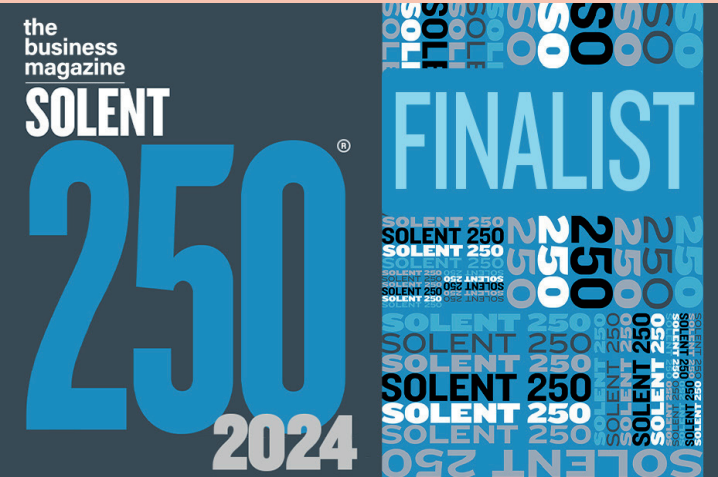
food and drink federation

2024

FINALIST

Food & Drink Federation Awards 2024

Finalist for Exporter of the Year and Rising Star



Solent 250 finalist for  
Climate and Sustainability Award



Growing Business Awards finalist:  
Export Champion  
Growing Business (Large Company)



# Our Social Responsibility Policy

We have developed an overarching policy to cover our sustainability principles and commitments covering:



Human Rights and our Employees



Environment



Community



Sustainability in our supply chain

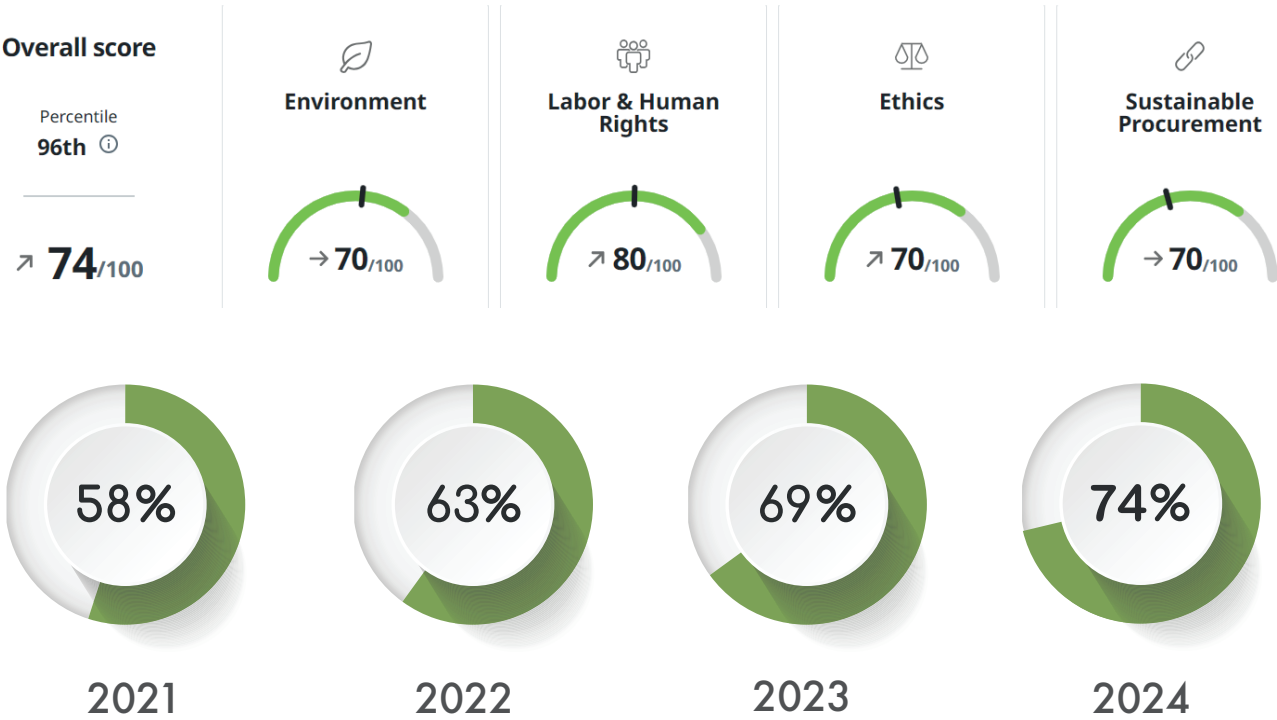


Business Ethics

Our score increased from 69% to 74% and took us into the top 5% of all EcoVadis-rated companies in the last 12 months. We achieved ‘advanced’ scores in each of the 4 aspects.

We use the feedback from our EcoVadis assessment to identify continuous improvement activity and inform our overall strategy.

This included revising our Sustainability Policy to include quantitative goals we have set for the business and clarify areas of responsibility.



## Supplier Leadership on Carbon Transition

This year Lionel Hitchen joined the ‘Supplier LOCT’ (Supplier Leadership on Carbon Transition) programme. This is sponsored by a number of food and beverage (and other) producers to support their suppliers in reducing carbon emissions.



We continued to participate in EcoVadis assessment. We set ourselves a goal of gaining a Gold award in our 2024 assessment and were very proud to achieve that, despite the rating system changing.

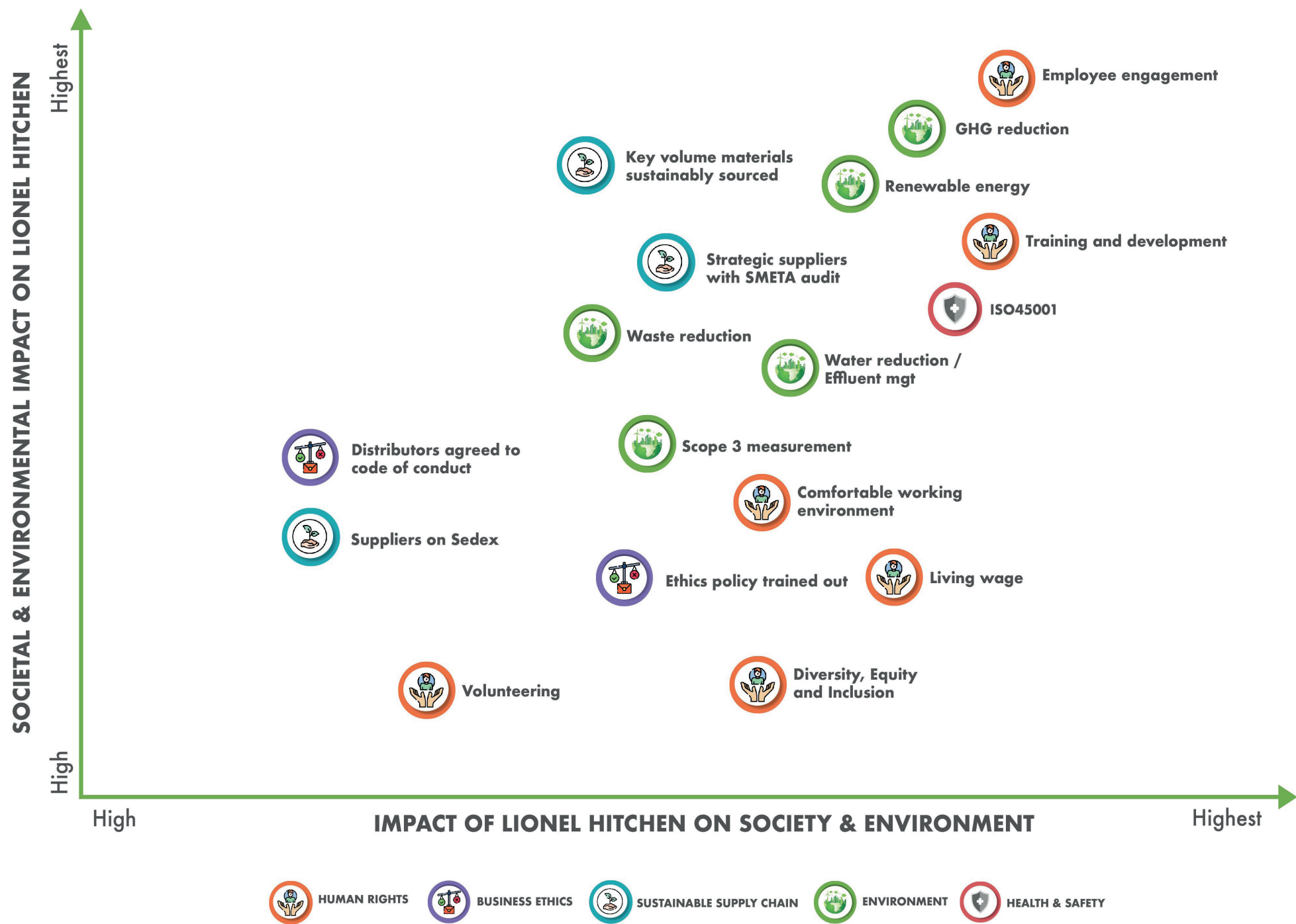




# Our Material Impacts

This year we developed our Materiality Impact Assessment.

Stakeholders agreed that the sustainability impacts where Lionel Hitchen can have the greatest influence through its activities should be prioritised, especially in relation to those sustainability factors that could affect the success of our business. This approach helps us focus our efforts where they matter most.





# Our Material Impacts

We use the Global Reporting Initiative framework to report on our sustainability measures and activities. We have identified the following as the main areas where we have material impacts on the people, the environment and economy.



Human Rights and our Employees

Without our hard-working, passionate employees we could not be such a successful business.

Therefore, it is critical that they remain engaged, are kept healthy in their work, earn a decent living to support their families and contribute to local society. We support this through comprehensive training and development at all levels, various health schemes, profit sharing bonus and a number of other benefits. The diversity of our workforce and our gender pay gap demonstrates the quality and the implementation of our Equality, Diversity and Inclusion policies. We are continuously reviewing the benefits we provide to employees to ensure we remain ‘an employer of choice’.

We have a comprehensive Health and Safety system in place but to ensure we are continuously improving we will be implementing the ISO45001 system requirements during the next financial year.



Environment

We have aligned them with the United Nations Sustainable Development Goals (UNSDGs). These material impacts are where we have identified that there is potential for negative impact that we have to prevent or mitigate and also where we are currently making a positive contribution and will continue to do so and improve further.

As our business grows, so do our energy requirements and we recognise the importance of reducing the greenhouse emissions as a result of that. We have had a programme over the last few years to invest in making changes to the efficiency of our buildings and our steam generation. Now we have set ourselves some clear and ambitious targets to transform the way we generate heat and cooling in our production operations over the next 5 years.

Over the last year we have collated benchmark data on our waste streams and water use, and so have set ourselves some priority projects to reduce those.



Sustainability in our supply chain

Our suppliers play a key role in the sustainability of our business. This year we have identified our strategic suppliers that we want to work closely with to identify opportunities to improve the human rights and agricultural processes in the supply chain of our raw materials.





# Our Sustainability Goals



This year we have brought all of our key sustainability goals together to share with all our stakeholders to demonstrate our commitment and to enable us to keep focussed and on track with at least annual measurement of progress.

Our energy and water reduction targets are from the 2020 baseline.

These objectives are integrated into the business strategy, rolled out to departmental annual plans and into individual SMART targets in personal development reviews.



## CLIMATE ACTION



GHG emissions reduction by 2030



Of our electricity to be generated on site by 2035

→ EPC compliant by legal deadlines



## WASTE AND WATER



Effluent water reduction by 2030

→ Identify and implement plans to reduce empty packaging waste

→ No waste to landfill Policy

# OUR GOALS



## HUMAN RIGHTS

- Living Wage Employer Accreditation by 2025
- Implementation of the ISO45001 system by end 2025
- Training on human rights and ethics for all by 2025
- Improving the working environment in production areas



## SUSTAINABLE SUPPLY CHAIN



Strategic suppliers with SMETA audits by 2030



By volume of top 3 commodities sourced from certified sustainable agriculture by 2030



Suppliers on Sedex with SAQ completed by 2030



Our Hitchen Way business values encourage trust and respect with all our stakeholders.

Our Sustainability Policy ensures we deal with suppliers and customers with integrity.

We set clear expectations and measures for our business, for teams and for individuals to support our business strategy and ensure continued improvements and growth. This helps people understand the contribution they are making to our success.

We report our progress regularly against our KPIs, internally and with external stakeholders as appropriate.

## Our Customers

We have measures in place to ensure we meet high standards for our customers:

- The quality of our products through 'Quality Right First Time'
- Deliveries are made On Time In Full (OTIF)
- Complaints on product quality and service standards.

## Our Suppliers

Our Suppliers are fundamental to our sustained growth. And so, sustainability factors such as human rights, greenhouse gas emissions and agricultural practices are key parts of our dialogue with them.



## Our Local Community

Our Local Community is also a stakeholder in our operation as it provides our current and future employees and has the potential to uphold our reputation. Therefore, we have a responsibility towards it.

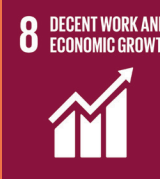
## Our Distributors

Our Distributors are an important part of our success across the world and we meet with them regularly in person or virtually to track our measures against mutual goals. This year we published our Distributors' Code of Conduct to clarify our expectations of ethical and sustainable practices. We have asked all distributors to sign their agreement to this and commit to training their staff against it.





# Our Employees



## Our Principles

- UN guiding principles of ‘Protect, Respect and Remedy’
- To be The Employer of Choice, through our progressive pay, benefits and working environment
- Following our values of The Hitchen Way

## Our Policies

We have a comprehensive and transparent collection of policies and procedures regarding human rights, employment and remediation. A number of these were reviewed and updated through the year.

This year we developed an all-encompassing Ethics Policy and we will be carrying out training over the next year to explain the high standards of ethical behaviour we expect and implement in our business.

Further to this we operate in accordance with the Modern Slavery Act. Employees are provided training on this as part of our employee induction programme for new employees, and we display posters around site to remind employees of the policy.

Where we make a significant change to an employment contract we give at least 4 weeks’ notice.

For changes to shift patterns at least 2 weeks’ notice is given. This year we introduced a new shift pattern to support our increased production volumes. This was done in consultation with the employees impacted.

We do not operate any non-guaranteed hours employment.

The Ethics policy explains how conflicts of interest should be declared.



Salary increases for all employees are according to individual Performance Development Review (PDR) performance grades given each year. The increase is set for each performance grade. Salary levels for roles are benchmarked regularly against the market to ensure we remain competitive for recruitment and we take cost of living increases into consideration.

The Performance Development Reviews (PDR) are formally held annually which include a discussion on training and development requirements. We have Personal Development Plans (PDP) for employees who wish to progress their skills and knowledge within our business.

100% of our permanent employees have PDRs which are compiled at the beginning of our financial year and are reviewed at least at 6 and 12 months to track progress against objectives. Regular one-to-ones are strongly encouraged.

We also have a grievance procedure which applies to all employees and other stakeholders regardless of length of service. This year we updated the policy to emphasise the importance of using informal discussion for resolving issues. Under the formal procedure, the employee can submit a written grievance to their line manager, and/or Human Resources. A hearing is held, and appeals are allowed if an employee is not satisfied with the decision.

Further to this is a whistleblowing mechanism which is in place if someone wants to raise a critical concern. There is a helpline number to contact, as well as training provided through our online training provider.

## Our Measures



146  
employees

88  
at our manufacturing  
site in Barton Stacey

58  
at our site in Andover



# Our Employees

41.1%

Female

58.9%

Male



136 full time  
10 part time

Temp employees are only used for specific projects or as intermediate cover for absence while we recruit or for maternity cover.

16.66%  
30

Turnover of employees (unexpected leavers) in 2023-24

New employees during the 2023-24 financial year

## Diversity, Equality and Inclusion

We have a diverse employee population and in the last 12 months we have recruited employees from Hungary, Poland, Ireland, South Africa, Malaysia, and we also have employees from Lithuania, Slovenia, Spain, Portugal, the US, Latvia, Malaysia and Turkey.



21.6%

of total number of female employees are in management positions

25.5%

of total number of male employees are in management positions



We supported 4 female employees through maternity leave



We have not had any reported incidents of discrimination in the last 14 years.

## Our Actions and Achievements

As part of our commitment to enhancing our employee benefits, as well as working on our sustainability goals, we launched an Electric Vehicle Salary Sacrifice Scheme for our employees in January 2024 and so far we have had four employees enrol in the scheme.

We rolled out more leadership workshops to 'middle-grade' employees, which was another of our goals for this year. The purpose of the workshops is to introduce leadership theory and practice, and in particular the Kouzes and Posner 'Leadership Challenge' model as adopted by Lionel Hitchen. With our leadership trainer, our teams explored what leadership means, especially within their roles, discussed the qualities that make for great leadership and how leaders' behaviour affects those who follow them. Workshop participants then applied leadership thinking to change planning on a real Leadership Challenge that affects them in the workplace.

In 2024, we saw twenty of our line managers receive Disability Awareness Training via a local charity, The Enham Trust. We have worked hard on building our relationship with the Trust over the last few years which has included corporate volunteer days as well as offering work experience placements to three of their residents in our Warehouse and Marketing Departments. Our HR Advisor, Warehouse, and Customer Experience Managers also delivered a CV Writing and Interview Skills Workshop to eight of Enham residents earlier this year. This involved a presentation and mock interviews, supporting the charity's Supported Employment programme.

During the last year we have also obtained our Disability Confident Employer status, showcasing our commitment to ensuring equality, diversity and inclusion within the workplace. This included a review of our recruitment and selection policies and procedures to ensure they are more inclusive.

"We would like to extend our heartfelt gratitude to Lionel Hitchen for providing invaluable opportunities to our supported employees. Thanks to their generosity, two of our colleagues have gained valuable work experience in the Lionel Hitchen warehouse, and one is currently thriving in the marketing department.

Stephanie from HR has been an absolute pleasure to work with, as have all the staff we have had the pleasure of meeting and working with. The warm reception and kindness we receive, are truly humbling.

Stephanie and her colleagues Pedro and Craig also hosted a workshop around CV writing and facilitated a mock interview experience, all the attendees were extremely complimentary and gained a great deal from the experience. I hope the team at Lionel Hitchen realise the positive impact they are having on others.

We are looking forward to continuing this wonderful partnership."

Louise (Supported Employment Lead at Enham Trust)

935

external training hours which includes official certifications

1,686

online training hours through our preferred training platform

## Goals

In 2023/24 we undertook a review to ensure every member of our directly employed staff receive a Living Wage. Our KPI will be to ensure that our Living Wage pay gap remains at 0.

In 2024/2025 we hope to gain Living Wage Employer accreditation, with a focus on developing a plan regarding pay for regular sub-contracted staff. Training on human rights and business ethics will be rolled out to all staff in 2025, which will include the following areas: conflicts of interest; bribery and corruption; gifts and hospitality; modern slavery; whistleblowing and equality and diversity.

All managers are to be trained in Unconscious Bias. We will be offering at least 2 work placements with Enham Trust per year.

We aim to increase employee participation in volunteering days.

All staff will have the opportunity to complete an employee engagement survey to gauge employee sentiment and DEI progress.







## Our Principles

All activities are carried out in such a way as to safeguard everyone who comes into our business and/or is affected by our business.

We encourage a positive culture of health and safety awareness, ownership, and accountability.

We provide a good working environment.

Training is given at all levels.

Risk assessments form the basis for identifying hazards and ensuring control measures are in place to minimise the risk.

## Proactive Measures

All near misses and safety hazard cards raised are discussed at our daily operations meetings to share issues and learnings. We track and report on appropriate corrective action put in place to prevent recurrence and avoid actual safety incidents.

Teams regularly do safety 'walk-throughs' in their areas that are recorded and any safety concerns are reported on hazard cards to track their corrective actions.

This year the team reported 235 safety observations and 27 near misses.

## Our Policies

As a manufacturer of flavourings we handle very concentrated materials, a large number of which are hazardous. As a manufacturing site with large plant and machinery and movement of materials we have many hazards that need to be controlled and managed.

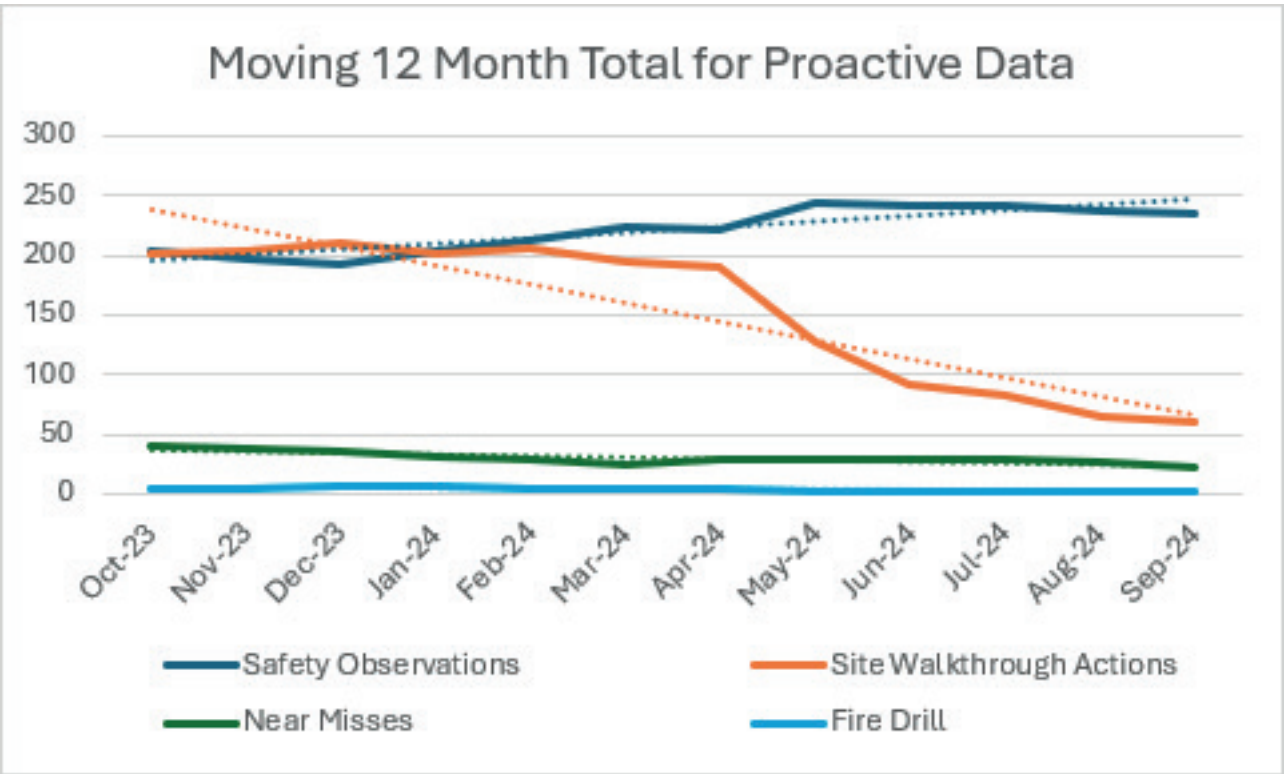
Our Health and Safety policies cover the full breadth of our business to keep our employees and any visitors or contractors working on our sites safe and healthy.

Employee health screening is carried out regularly.



## Our KPIs

We have a number of levels of reporting of incidents, including safety observations, hazard reporting cards (for 'near-misses') to develop preventive actions, and accident reporting.

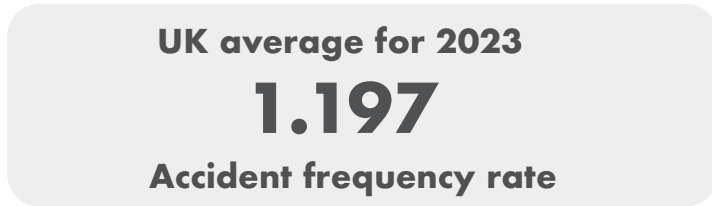




# Occupational Health and Safety

## Reactive Measures

We track and report a number of health and safety measures and incidents to ensure they are thoroughly investigated and corrective actions put in place. Root causes are assessed and trends tracked to identify continuous improvement opportunities:



We also report product spills and property damages, potential security issues, neighbour complaints and other environmental issues.

## Our Actions and Achievements

We have a dedicated Health and Safety Manager, and an employee Health and Safety Committee which meets six-weekly; and bi-monthly manager H&S meetings.

Each department has H&S risk assessments for the activities in their area and reviews of the risk assessments are tracked. There are further risk assessment programmes in place with regards to chemicals, manual handling, and equipment (PUWER 1998).

We produce Safety Data sheets (SDS) in accordance with CLP (Classification, Labelling and Packaging Regulations) (Globally Harmonised System of

Classification and Labelling of Chemicals) and OSHA (Occupational Safety and Health Administration) formats, depending on the country requirements of the destination country.

We have continued our extensive health, safety and environment training programme, with 21 courses being completed, ranging from manual handling, ladders safety, noise awareness, Legionella awareness, spill kit use training, amongst others. This year, we have performed detailed exposure monitoring and implemented improved localized environmental ventilation (LEV) in a number of weighing and mixing station areas.



## Our Goals



To continue to improve our Health and Safety we have set a goal to implement the ISO45001 system by the end of 2025.





Our Principles

To minimise and manage any impact on the environment through a robust environmental management system.

We operate with consideration to resources to ‘Reduce, Reuse, Recycle’.

We track our greenhouse gas emissions as a ratio of energy intensity as tonnes of CO2 produced relative to our production volumes at our manufacturing site.

Some of our processing operations are much more energy intensive than others, so depending on our product mix, the intensity can vary from year to year. However we expect this to fall in line with our energy reduction plans.

Our Policies

We have a number of policies for environmental protection.

These consider waste management, water management, Major Accident Prevention, Energy management.

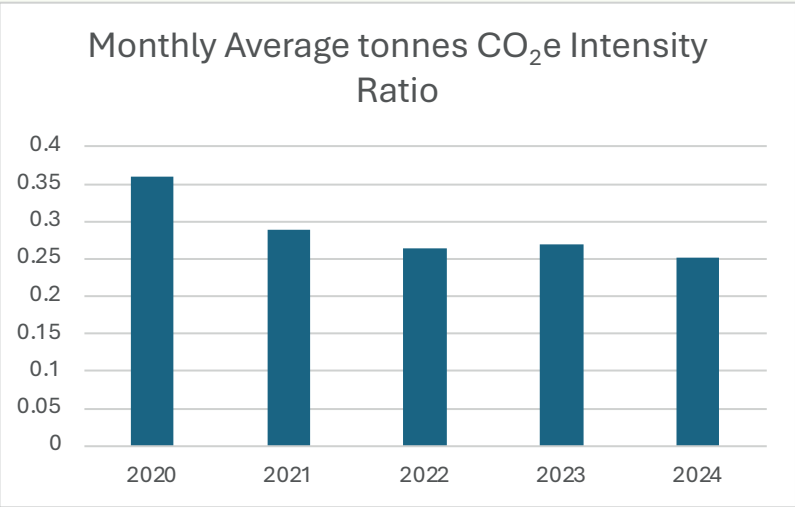


Our KPIs

Energy and Greenhouse Gas (GHG) Emissions:  
We track and report scope 1 and 2 energy requirements and GHG emissions across both our operational sites:

ENERGY USED		FY 2022/2023		FY 2023/2024	
Energy Source	Scope	Consumption MWh		Consumption MWh	
Electricity used	2	963.8		936.9	
Gas used	1	237.5		138.2	
Fuel Oil	1	162.9		166.1	
Employee Mileage	1	18.1		27.5	
Refrigerant Loss	1	0.027		0.027	
Total		1382.327		1268.727	

		FY 2022/2023		FY 2023/2024	
GHG Emissions	Scope	Emissions Calculation tCO2e		Emissions Calculation tCO2e	
Electricity	2	199.58		193.99	
Gas	1	43.45		25.28	
Fuel Oil	1	448.99		457.80	
Employee Mileage	1	5.02		7.51	
Refrigerant Loss	1	45.80		45.80	
Total		743.11		730.38	
Intensity ratio tCO2e/tonne product		0.32		0.29	



**Water:** To ensure that effluent water meets discharge quality standards we test our effluent for suspended solids and chemical oxygen demand, and it is continually tested for pH.

We have spill procedures in place with spill kits strategically located around both sites. Staff have been trained in the use of these kits to ensure that any spills are carefully contained and do not contaminate the water course.

**Waste:** Each of our key waste streams are now reported in terms of tonnes removed to provide a baseline for waste reduction programmes. This also includes how much is recycled by our waste management providers and how much is used for energy generation by incineration.

None of our waste goes to landfill.



# Environmental Impact

## Our Actions and Achievements

This year we carried out a climate change risk assessment to identify the implications of future climate change on our operations so that we could consider mitigation factors.

As a growing business we met the turnover threshold which required us to submit an ESOS (Energy Saving Opportunity Scheme) report, which is an independent audit of our energy use and where we can make reductions.

We have agreed a five-year capital investment programme to systematically move away from using diesel fuel for steam generation. Trials of alternative heating systems commenced towards the end of our financial year.

We are investing in improving and upgrading our site waste water containment systems.



## Our Goals

To start 'Project Polar Bear'; our 5-year plan to:



GHG emissions reduction by 2030

Of our electricity to be generated on site by 2035

Effluent water reduction by 2030



To reduce 'empty packaging' waste through identifying opportunities for replacing single use containers with multi-use containers



To train the Green Dream Team and Green Pathway Group in Sustainability and Carbon Literacy



As an international business, flights to visit suppliers and customers are unavoidable, so this year we subscribed to a Carbon-off-setting platform to compensate for the greenhouse gas emissions that these trips inevitably make.

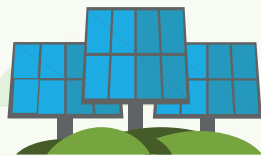
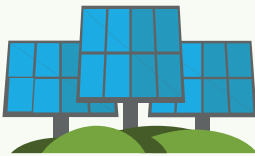
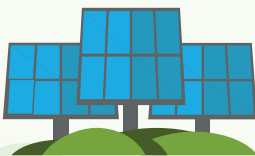
1,572  
trees funded



156  
tCO2e avoided

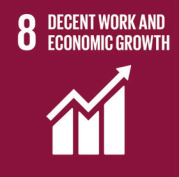


We directly support climate projects around the world, such as installing solar panels, protecting rainforests and wind energy projects.



We also have an informal group of enthusiastic employees from across the business who call themselves the 'Green Dream Team' who look at ways we can improve on sustainability aspects. This year, they have supported the business looking at opportunities to reduce our single-use plastic.

# Supply Chain Sustainability



## Our Principles

- Develop long-term supplier relationships based on trust and integrity.
- Encourage high standards of ethics and sustainability by agreeing to act in accordance with ETI principles and becoming members of SEDEX or equivalent for transparency.
- Select suppliers based on risk assessment against independent indices of sustainability.

## Our KPIs

2023/2024      Goal for 2030

Strategic suppliers signed LH Code of Conduct      83%      100%

Strategic suppliers with sustainability assessment/audit (SMETA or equivalent)      54%      70%

Strategic suppliers with EcoVadis rating      33%      Increase ↑

‘Other’ Suppliers signed CoC      38%      Increase ↑

Total suppliers with sustainability assessment (SEDEX SAQ)      83%      95%

No. New Suppliers assessed for environmental/social factors (signed ETI compliance, CoC, got EcoVadis): 6

As part of our Supplier Assurance scheme we ensure 100% of our suppliers agree to comply with the Ethical Trading Initiative.  
The entire purchasing team (100%) have all been trained in Sustainable Procurement this year through the completion of the CIPS (Chartered Institute of Procurement and Supply) training module.

Job Title	Date completed CIPS ethics module
Head of Sourcing	28/02/24
Purchasing Manager	24/04/24
Purchasing Associate	30/04/24
Buyer	14/05/24

## Our Actions and Achievements

This year we issued a formal Deforestation Risk policy. This reinforced our policy to ensure that 100% of our palm oil derivatives are from sustainable sources. The policy extended our assessment of materials to include other deforestation-risk materials included in the EU Regulation and the proposed UK regulation which are relevant to our business.



## Our Goals

- To increase the number of strategic suppliers who have had SMETA ethical audits or equivalent, to reach 70% by 2030
- To increase the number of all our suppliers who have completed Sedex Self-assessment questionnaires (SAQ) to reach 95% by 2030
- To source 50% by volume of 3 key raw materials from sustainably certified agricultural systems by 2030.



### Entities included in the sustainability report

Lionel Hitchen Limited (UK) is the only entity included in the sustainability report.

### Defining report content and topic boundary

In this report, we have emphasised our passion and commitment to reducing energy consumption, GHG emissions, promoting ethical supply chain and engage with our employees in all strategies to be the ‘Employer of Choice’. Our management approaches demonstrate the motivation behind achieving a sustainable business status under the outlined material topics.

Specifically, we have advanced investments in reducing energy consumption and GHG emissions at our sites in the United Kingdom. Further to this, all our suppliers are screened in accordance with ethical principles and environmental guidance. This report is a complete and balanced reflection of our current business activities at Lionel Hitchen.

### List of material topics

We report on four material topics which relate to environmental and social factors.

### Restatements of information

Not applicable.

### Changes in reporting

This is the fourth report to be prepared by Lionel Hitchen Limited. The structure has been adjusted but content has not fundamentally changed.

### Reporting period

1 October 2023 to 30 September 2024.

### Date of most recent report

This has been prepared by Lionel Hitchen Limited and published in April 2025.

### Reporting Cycle

Annually.

### Statement of use

Lionel Hitchen Limited has reported in accordance with the GRI Standards for the period 1 October 2023 to 30 September 2024.

### External Assurance

The contents in this report have not been externally verified and assured.

### Reason for Omission

Information on annual compensation ratio is sensitive information.

### Further Information

For further information about Lionel Hitchen’s Sustainability Report, please visit our website [www.lionelhitchen.com](http://www.lionelhitchen.com)

### Contact Person

Helen McNair (Technical Director)  
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