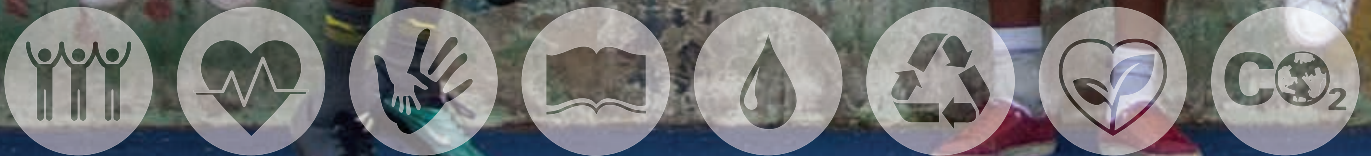


# Trusted and respected in the community



**“I am incredibly proud of our company and the progress we have made over the last year in delivering our ambitious sustainable business goals.”**



This has been achieved against a backdrop of significant change, as we reorganised our business, launched our new purpose, vision and embraced a new set of values which we have been living and embedding throughout the company.

We have a clear strategy designed to realise our ambition to become the most dynamic, creative and admired soft drinks company in the world. Central to that strategy is our commitment to being a trusted and respected member of our community. We are determined to deliver strong results with integrity, acknowledging the responsibility we have to contribute to our local communities and society more broadly.

There have been many highlights from our sustainable business programme this year. We have continued to play an active role to help address consumer health issues and in the last year we have launched a new health strategy across all business units, which will build on our achievements to date while further reducing the average calorie content across our portfolio. I am also hugely proud of the immense contribution our employees have made to local communities by volunteering and supporting deserving causes. From an environmental perspective, we have made huge progress in reducing our water use within our manufacturing sites and continued to minimise the impacts associated with business activities, undertaking a new conservation project in the Amazon rainforest to offset our GB business travel emissions.

We have had to make some difficult decisions this year, and as part of our strategic review we closed two of our manufacturing sites in Huddersfield and Chelmsford to improve efficiency and help protect our long-term future. The ongoing commitment of our people during this time was incredible.

We are keen to build on the progress we have made and have set ambitious targets to help us deliver our 2020 goal of achieving a four star rating within the Business in the Community CR Index. We intend to reduce the average calories per serve across our portfolio by a further 20% by 2020 and will clearly label the calorie content on pack anywhere in the world. We will use the power of our brands to inspire 20 million people to actively play together and we remain committed to reducing the amount of water used to produce every litre of product to 1.4.

I would like to thank our people, partners and suppliers for their hard work in helping us deliver our sustainable business strategy and for their ongoing commitment to helping Britvic remain trusted and respected in our communities.

**Simon Litherland**  
Chief Executive Officer

## Overview

- CEO Statement
- 01 Highlights
- 02 About Britvic
- 03 Risk & opportunity
- 05 Governance

## People

- 06 Introduction
- 07 Consumer health
- 10 Great place to work
- 12 Skills and young people
- 14 Working with our communities

## Planet

- 16 Introduction
- 17 Water stewardship
- 19 Climate change
- 23 Packaging & waste
- 24 Responsible sourcing
- 25 Partnerships/stakeholders
- 27 Performance and targets
- 28 Verification statement
- 29 Data

# 2014 highlights

Britvic makes an annual  
**£338m**  
 contribution to the **UK's GDP**

**17%** Reduction in water consumption across the business

Britvic employs over **1,850** in the UK  
 in addition to around **500** in Ireland  
 and **600** in France and a small number in other countries around the world



The Accident frequency rate across Plc **reduced** by **4.6%** with the **total number of accidents down** by **9%**

## 2014 emissions against 2013

Fuel use



**-20%**

Electricity



**-3.7%**

Business travel



**-12.3%**

Logistics



**-0.3%**

Refrigeration



**-1.5%**



Britvic accounts for **25%** of all soft drinks employment in the UK



Launched our **health strategy**

# About Britvic

**Britvic is a leading international soft drinks company, with a strong British heritage.**

Today, we have operations in GB, Ireland and France and have been taking our brands around the world, exporting to over 50 countries and working with carefully chosen partners to franchise our brands. One thing that has remained consistent over the years is our commitment to provide great tasting, quality soft drinks that hydrate our consumers and add enjoyment to people's lives.

We have an enviable portfolio of market leading brands which includes Robinsons, Fruit Shoot, Teisseire, Ballygowan, Club, J<sub>2</sub>0 and Tango. We are proud of our partnership with PepsiCo, which began in 1987, and we make and sell a number of their drinks, including Pepsi and 7UP in GB and Ireland.



# Risk & opportunity

At Britvic we recognise our sustainable business programme must be aligned with the issues which are of most importance to our stakeholders and those that present the greatest risk and opportunity to us as a business. This year we undertook a materiality review, with help from Business in the Community, to ensure our priorities match our stakeholders' expectations as closely as possible.

Global issues were identified through the review of peer reports, sustainability rankings and from external specialists. Their relevance was determined through an internal exercise which resulted in twenty nine material issues being identified.

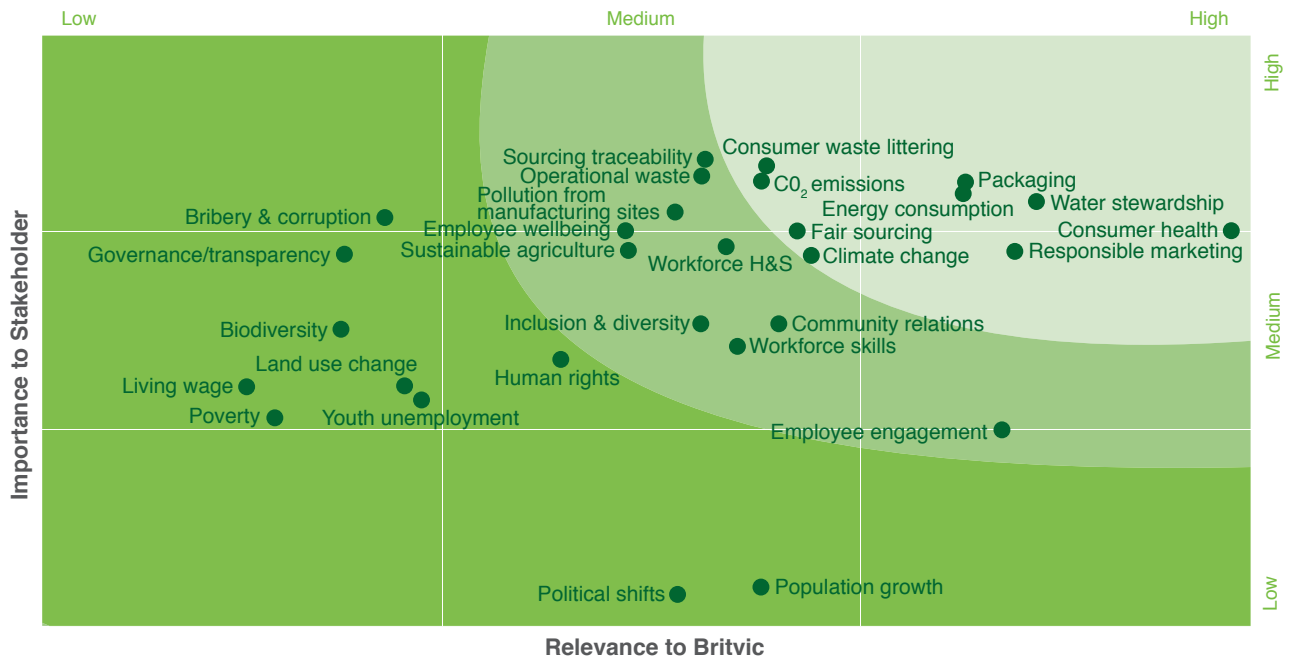
A broad range of stakeholders relevant to our GB business were invited to rank the issues of most importance to them and those which they expected us as a business to address. Senior managers from across the business then ranked the same issues in terms of their relevance to Britvic.

We used the following criteria to help establish whether an issue was material:

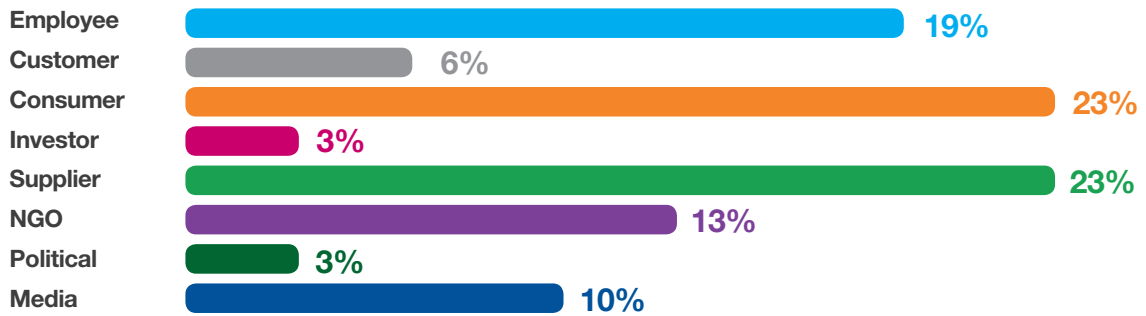
- Does the issue have a significant current or potential impact on the business?
- Does the business have a reasonable level of control over the issue?
- Do stakeholders have a significant concern relating to the issue?

The output of these rankings is set out below in our materiality matrix.



## Materiality matrix



## Summary of stakeholder respondents to our materiality matrix



Our sustainable business programme, whilst considering all twenty nine issues, will focus on those of most relevance. The themes that are common to a number of the top material issues have been grouped into eight focus areas for the purpose of this report.

 <p><b>Consumer health</b> including responsible marketing</p>	 <p><b>Water stewardship</b></p>
 <p><b>A Great Place to Work</b> including employee engagement, employee wellbeing and H&amp;S, inclusion &amp; diversity</p>	 <p><b>Climate change</b> including energy consumption, climate change and CO<sub>2</sub> emissions</p>
 <p><b>Skills</b></p>	 <p><b>Packaging &amp; waste</b></p>
 <p><b>Community relations</b></p>	 <p><b>Responsible sourcing</b> including fair sourcing, sourcing traceability and sustainable agriculture</p>

We will continue to review and share our materiality analysis each year as the issues that affect both our business and our stakeholders are continually evolving and our sustainable business programme must adapt to reflect this. We plan to invite a wider range of stakeholders relevant to all our businesses next year to feed into our analysis.

We have a robust process in place to identify and manage risks and opportunities across the business. We have a bespoke sustainable business risk register that incorporates issues identified within our materiality matrix together with business specific risks. Risks are assessed on their potential impact upon the business – both in terms of severity and likelihood. The sustainability risks are treated in the same way as other risks to our business and in proportion to all other risks, as part of our overall risk management approach. The register is reviewed by the Sustainable Business Steering Group quarterly and critical risks are escalated to the Executive Team through inclusion on the corporate level risk register.

# Governance

**Our Sustainable Business programme is governed by the Sustainable Business Committee, made up of senior executives from across the business.**



## The Committee includes:

- Chief Marketing Officer (Chair)
- General Counsel
- Procurement Director
- Commercial Director
- GB & Ireland Operations Director
- Director of Corporate Affairs
- Director of Talent & Resourcing
- Director of Audit & Risk
- Director of Health, Safety & Environment
- Business Unit representatives

The Committee oversees, on behalf of the Executive Team the development of Britvic's sustainable business strategy and roadmap, recommends medium and long term targets and develops key policies. The Committee meets quarterly to monitor performance and cascade information through the business to ensure that consideration of our material issues is embedded in our core business activities.

On a day-to-day basis, the sustainable business programme is managed by the sustainable business team, supporting the business units in delivering against the sustainable business roadmap. Our business units are our operations in GB, Ireland, France and the International arm of the business.

## Executive team

The Executive team meets 12 times a year and is responsible for the day-to-day running of the business, carrying out agreed strategy and implementing specific board decisions relating to the operation of the group.

Visibility of the sustainable business programme and its ongoing performance is regularly provided to the Executive Team, both through our Chief Marketing Officer who sits on both committees but also through presentations on strategies and projects that require their approval to ensure delivery of our sustainable business ambitions.

## Board of Directors

Britvic's Board of Directors oversees the company's entire performance and management. Its members include our Chief Executive and group Finance Director, a Non-Executive Chairman and a number of Non-Executive Directors, one of whom is nominated by PepsiCo. They formally approve Britvic's sustainable business targets and have visibility of our progress against goals.

# People

Being a responsible and sustainable business is not just about doing the right thing in order to be successful, but as we look at the people element of our strategy, it's about creating value for our communities whether they are our shareholders, employees, customers or consumers.

Our materiality exercise identified the issues that matter most to our stakeholders and those that are most relevant to our business. These issues include consumer health, becoming a Great Place to Work, skills and community relations.





# Consumer health



**We believe we are well placed to inspire and encourage people to make informed choices to live healthier and more active lives**

**In the past year we launched a new consumer health strategy across the business affirming our intent to take a leading role in the soft drinks industry in inspiring and enabling people to make informed choices to live healthier and more active lives. Among our future commitments, we intend to reduce the average calories per serve across our portfolio by a further 20% by 2020. We will use the power of our brands to inspire 20 million people to actively play together and we will label the calorie content on pack within all our markets.**

## Providing a wide choice

We believe that all of our drinks can be enjoyed as part of a balanced diet and healthy lifestyle and we provide our consumers with a wide choice of soft drinks to suit their needs. We offer a range of low and no sugar drinks as well as full sugar options and have committed to increase the number of drinks with added nutritional benefits. A list of some of our most popular products and their calorie content can be found at the back of this report.

## Reducing calories

Since 2010, Britvic has reduced the calorie count by 37% across its UK product portfolio by providing innovative solutions, including recipe reformulation and pack format changes. Our big innovation of 2014 was Robinsons Squash'd which contains no added sugar.

We have continued to support key voluntary initiatives, including the UK government's Public Health Responsibility Deal. As part of our ongoing commitment, we are working in partnership with PepsiCo and the UK's largest cinema chains to actively encourage more people to lower their calorie intake and choose low-calorie drinks at the cinema. As part of this pledge, retail employees are trained to offer cinema goers sugar-free Pepsi MAX as the default cola option in cinema outlets.

In the past year we withdrew full sugar Fruit Shoot from the UK market to demonstrate our commitment to addressing health concerns, particularly surrounding obesity and children. In Ireland, in June of this year, we launched Club Zero, a no sugar variant of Club Orange which contains 3.5 calories per 100ml. The launch of Club Zero has been a huge success and has resulted in an additional 10% of the Club market switching to a no added sugar variety of the brand. Furthermore, the launch of Club Zero has eliminated 169,000kg of sugar from the Irish market.

## Informed choice

Our health strategy outlines our commitment to further increase peoples' access to, and understanding of, nutritional information to help them make more informed choices. We currently provide Guideline Daily Amounts (GDAs) across the five key nutrients of calories, sugar, fat, saturates and salt across all our products in GB and Ireland.

Furthermore, we were one of the first soft drinks company to voluntarily sign up to the UK Government's Responsibility Deal Front of Pack labelling pledge which will see colour coded labelling introduced across the majority of our brands in the UK by the end of 2014.



## Active lifestyles

Harnessing the popularity of Fruit Shoot, the brand has helped to get over 250,000 children active. This year the brand launched, in partnership with Nickelodeon, a five-part television series 'Fruit Shoot Get Your Skills On' to inspire children to learn a new skill. The Fruit Shoot skills crew also toured shopping centres across the UK giving demonstrations and tutorials on everything from basketball and football freestyle to urban gymnastics and skateboarding.

As part of Fruit Shoot's 2014 summer campaign, local communities had the chance to win a special skills playground complete with the latest play equipment, creating the perfect space for children to be active, learn new skills and develop their talents.

For Robinsons' 2014 Play Thirsty campaign, Judy Murray created four short videos outlining a fun and easy game, with a tennis focus, for families to play together at home. The campaign has succeeded in reaching over twenty million people through coverage in broadcast, print and online media.

### Marketing responsibly

This year we continued to market our brands in a responsible and ethical manner, leading with low/no sugar variants of our brands where possible. Our no or low sugar advertising spend increased by 11.5% in 2013-14 and sugar-free Pepsi MAX leads all PepsiCo advertising in the UK.

We are currently reviewing our marketing to children policy and developing a new responsible marketing code which will be externally validated. The roll out of our marketing code across the business will be a key focus in 2015.

Furthermore, Britvic is a member of Media Smart, a not for profit organisation that develops and provides free of charge educational materials to primary and secondary schools in order to help children think critically about advertising in the modern world.

### Product quality & safety

Britvic prides itself on delivering great quality products that satisfy our customers and consumers. We ensure that our products meet all applicable legislative and food safety standards. All of our bottling operations are certified to internationally recognised standards such as ISO 9001, or 22000, BRC or IFS that are independently audited by recognised international audit bodies. This year we have also focussed on ensuring that our new manufacturing partners, both internationally and in the UK, achieve our exacting standards, through a programme of audits and capability development programmes.

During 2014 we invested over £1 million in moving our Technical Centre from Chelmsford in Essex into a custom designed facility at our corporate headquarters in Hertfordshire. We now have state of the art facilities to support the maintenance of quality and the development of fantastic new products situated right in the heart of the business.

With this facility now fully operational, we have been able to expand our resources focussed on elements of risk management and due diligence. Our analysis of new and existing suppliers of ingredients provides trend and quality tracking throughout the business. This coupled with the continuous audit of our suppliers ensures the management of risks and the security of our materials supply.

As the business expands it is becoming increasingly important that we can ensure the consistency of manufacturing and product quality standards across an increasingly diverse manufacturing supply base. We have developed a programme of internal capability testing across the bottling facilities with a view to improve the consistency of the testing facilities in manufacturing sites and achieve standardisation across our operations. During 2015 this will be combined with an international "in market" product sampling programme to monitor product quality worldwide.

The expansion of our worldwide footprint is also reflected in the expansion of our consumer care team to cover the USA and India in the last year. In conjunction with revised central analysis and reporting procedures, this will enable us to more accurately identify and take action on trends in an effective way wherever they occur across our territories.



We invested over  
**£1 million**  
 in a new custom designed  
 technical facility



PROUDLY SUPPORTING

**TRICK  
 OR  
 TREAT**  
 FOR TEMPLE STREET

MiWadi's 'Trick or Treat' for Temple Street campaign raised €235,000 for Temple Street Children's University Hospital, a Paediatric Hospital in Dublin which cares for sick children from across Ireland.

MiWadi called on families Nationwide to host a Halloween party to help raise vital funds for Temple Street and sold 1.3 million limited edition Halloween themed promotional packs to encourage households to get involved as well as supporting the campaign ATL & BTL with Radio, Outdoor, Digital and In-Store Activation.

Denise Fitzgerald, CEO Temple Street commented: "We were delighted with the results this year, raising €235,000 which will go towards creating a brand New Patient Classroom and a New Parents Consultation Room for Temple Street. As a family favourite MiWadi's support was invaluable and undoubtedly contributed to the success of the campaign."



“Taking part in the Tour is a fantastic opportunity to reach the same target audience, family members of all ages.

**Charlotte Riou**  
Tour de France Sponsorship Manager

## Fruit Shoot Teisseire joins the Tour de France

This year, two of our Britvic brands, Teisseire and Fruit Shoot, boosted the excitement of the crowds that lined the Tour de France route by following the route with a Teisseire Fruit Shoot caravan. The five million children who lined the route in France watched in awe as trampoline and BMX acrobats gave amazing demonstrations.

To reinforce its ‘get active’ message, on six stages of the Tour, Teisseire Fruit Shoot organised a hip hop and breakdance competition for children aged between four and eighteen. The competition, as well as the half a million frisbees which were given away, were greeted enthusiastically by the public.



# A great place to work



**Our people are critical to our success and we are committed to building a great place to work and making Britvic an inspiring place to be for our employees. Our employees are guided by our purpose and a set of values that underpin what we do every day.**

**To help us achieve our 2020 vision of becoming one of the world's most admired soft drinks companies we have focused on investing in and developing our people. Through expansion we have created opportunities, including increased mobility across teams and geographies. We want our people to realise their ambitions and encourage them to own and grow their career goals within Britvic. We are proud of our employee retention rate which prior to restructuring a year ago was 73%.**

Our involvement in Great Place to Work has helped us understand our strengths as an organisation and identify some improvement areas where we need to engage more and involve our workforce. The last survey, conducted in November 2013 had an impressive response rate of 80% and identified three key priorities to help us achieve our 2020 vision of being a top five Great Place to Work.

- Strategy and direction
- Communication & involvement
- Values and ethics

This year we have focused our activity on these priority areas, reviewing and updating our approach on each and cascading information to everyone within the organisation in a more effective way. We are optimistic that this work will be reflected in our score in the next survey, which is due in November 2014.

## Employee community fund

We are committed to promoting activities which support our goal of being trusted and respected in our communities as well as creating an inspiring workplace.

Our employees are an important 'community' to us and we are determined to support them in maintaining a healthy work-life-balance. We encourage our people to take part in activities that are outside of their daily role and support them in enjoying life's everyday moments.

Our employee community fund policy was created this year to support community and healthy lifestyle activities at each of our GB sites. The fund has been used for charity fundraising days, site family events and onsite exercise classes. A family day at our Beckton manufacturing site succeeded in raising £1,500 for our charity partner Cancer Research UK whilst providing a fun day out for employees and their families. Young and old were entertained by a wide range of activities from table tennis and crazy golf to bouncing castles.

To mark 20 years at our national distribution centre in Lutterworth a fun day was organised for employees to celebrate the milestone. The day included fun activities for employees and their families to enjoy and raised over £1,800 for a small, local charity, The Squire Effect. James Dargie, Director of Demand and Supply Planning for GB and Ireland, commented on the day, "It was brilliant to see so many people there and the activities were all really well organised. Everybody I spoke to said it was brilliant, and my kids thought it was amazing."



Images from our site community events throughout the year

### Diversity

Diversity encompasses acceptance and respect. It means understanding that every individual is unique and embracing and celebrating the rich dimensions of difference.

We are firmly committed to equality and diversity and we actively seek employees with a wide range of skills and attributes who will help us to achieve our business objectives. Britvic is committed to gender equality in the workplace and ensuring employees are treated fairly. We were one of the first companies to sign up to the UK government's Think, Act, Report campaign and have pledged to:

- Think: identify any issues around gender equality
- Act: take action to fix those issues
- Report: on how our business ensures gender equality

We also have a gender diversity goal around female representation. Our 2020 goal is to have at least 40% female representation within senior management levels. This year we have 25% female representation on the board and 35% of our senior managers are female. Below this level, females make up 28% of our workforce.

### Health, safety & wellbeing

Our people's health and safety is of paramount importance to us and we are committed to providing a safe and healthy environment at all our sites. This year, our Accident Frequency Rate (AFR) across the business fell by 4.6% with the total number of accidents down by 9%.

This year we introduced a corporate Executive Health, Safety and Wellbeing Committee that is chaired by our General Counsel, has cross functional representation from all business units, central functions and is supported by health and safety specialists from across the group. The committee aims to provide a harmonised strategy and direction across all elements of health and safety to enable a culture of Britvic being an "inspiring and safe place to be".

The primary health and safety focus for Britvic in 2014 was to address the issue of aging workplace equipment to ensure it is compliant with the present day EU Machinery Safety Directive and EN ISO Machine Safety Standards. Initially concentrating on high risk machinery, Britvic has invested approximately £1.5 million updating the machine/operator interface, with additional investment planned for 2015.

We have also launched a new e-learning platform that enables us to deliver health and safety training to everyone within the business regardless of where they work and initiated a review of our group occupational health programme, to determine future strategy and 2015 action plans.

Our wellness@work programme supports our commitment to help our people lead healthier and more active lives and is in line with the UK Change4Life principles of 'eat well, move more, live healthier longer'. This programme will be rolled out in Ireland in the coming year. We also offer an extensive flexible benefit package 'My Choice' where employees can opt into physical activities at a reduced rate.

We continue to offer our 24-7 Employee Assistance Programme offering support for all life's events, big and small - from moving house and financial advice, to more serious issues that require practical and emotional support. We hosted drop-in clinics this year across sites making it even easier for employees to access this service as part of our annual sustainable business roadshows. These roadshows, which toured our sites throughout the summer, also included a nurse or representative from Cancer Research UK who shared healthy lifestyle advice with employees and answered questions about particular health concerns.

Our goal is to have  
**at least 40% female representation**  
 within senior management levels  
 by 2020



# Skills and young people



**We continue to build our talent pipeline and encourage young people to kick start their careers with us, continuing our successful apprenticeship scheme in engineering. This year our first cohort graduated and we are extremely proud to have retained all nine graduates in key roles across our operations.**

**Combining a mixture of practical training at our manufacturing sites and coursework the apprentices are given real responsibilities and work on projects that allow them to utilise their skills and training. Britvic currently has 21 apprentices across four manufacturing sites and where an apprentice meets performance standards they will be offered a permanent role with us at one of our sites. We continue to support the National Skills Academy 'Tasty Ambassador' programme encouraging our apprentices to attend schools and colleges and share their experiences of a career in the food and drink industry.**

## Learning & development

To nurture and grow our employees, enabling them to lead Britvic into the future, we have been recruiting executives from outside our industry to infuse fresh thinking and bring new capabilities to our team. Over the past year our senior executives have developed new ways to lead, coach and support their teams in a Group wide approach via our bi-annual leadership events.

Our extensive learning and development curriculum offers employees the chance to improve their core business skills and specifically managers to enhance their line management skills.

We entered the second year of our ground breaking partnership with the National Skills Academy for Food & Drink to further develop our functional skills portfolio, investing in over 700 learning opportunities for our people

## Learning Zones

Our long standing commitment to helping disadvantaged young people remained a focus of our sustainable business strategy in 2014.

Through our Learning Zone programmes we continued to support work-related learning with an award winning teacher training course in enterprise, and a dedicated student course focusing on employability skills for the 14+ age group. Since 2009 these have trained over 400 teachers and 12,000 students across five learning zones.

We actively encourage employees to participate in our Learning Zone programmes and facilitate sections of the day. Volunteers have said they found the sessions 'life-changing' and that Britvic are really adding value to young people's lives. A year 11 pupil from JFK school in Hemel Hempstead, took part in one of the sessions at our learning zone in our head office and found the day inspiring. She commented: "It has opened my mind to the world we live in and how situations we are in can become learning curves."

Since 2009 our Learning Zones have trained over **400** teachers and **12,000** students



**Our first group of graduate apprentices photographed at their graduation ceremony with Sue Skinner, GB & Ireland HR Director and Clive Hooper GB & Ireland Operations Director**

“The Britvic apprenticeship scheme is individually tailored to each apprentice, ensuring we all benefit from training which is relevant and useful to us. Working alongside the engineers on site whilst being at college helps provide real world examples to back up theory work done at college and also develop strong working relationships.”

**Jack Taylor** Engineering apprentice

## Apprenticeship scheme

Jack Taylor is now in his 4th year of our engineering apprentice scheme and is part of a team of 36 engineers at our Rugby factory. Jack is currently studying for a HNC in Electronic and Electrical Engineering and attends college one day a week. He will graduate from the scheme next year.

The support, training and experience Jack has received from Britvic has seen his skill set grow quickly and he is now undertaking projects and tasks that are often completed by qualified technicians. This has allowed Jack to put his training and knowledge into practice, and resulted in his confidence and skillset growing continuously.

We are proud that the training and support Jack has received through the apprentice scheme is providing him with the tools to build a challenging and rewarding career in engineering and we are confident that he will continue to be an asset to Britvic. We look forward to nurturing other talented young people, such as Jack, that embark on the scheme in the future.



Jack (pictured left) celebrating his runner-up award at the FDF Apprentice of the Year Awards

Our extensive Learning and Development curriculum offers employees the chance to **improve their core business skills**



# Working with our communities



**Our employees have made a significant contribution to local communities by volunteering and supporting deserving causes. In 2014 for example, our employees gave just under £10,000 to their chosen charities by payroll giving.**

## Volunteering

Our community volunteering policy aims to support local communities by encouraging employees to take two hours per month or up to three paid days leave a year to volunteer. Our current employee participation rate is 18%, and we are continually looking at developing new and exciting ways to encourage more of our workforce to make a difference in this way.

Last year we launched our sustainable business awards to recognise and reward those employees making a special effort to help achieve our goal of making a real difference to our communities and/or helping us reduce our environmental impact. These awards are one way we are showcasing and sharing best practice across our business. To encourage our people to nominate inspiring colleagues we have pledged to donate £5 to Cancer Research UK for every entry received next year.

## The London Benchmarking Group (LBG)

As a member of The London Benchmarking Group (LBG), which helps FTSE companies accurately measure their community investment, we have captured our contribution as £923,507\*, which this year includes our Irish business community activities. We have ambitious plans to double our contribution by 2020.

\* Due to reporting timeframes, this figure has not yet been verified by the LBG, but will be submitted during July 2015.

“The funds raised through the Ballygowan Gold campaign will make a very real and lasting difference to the lives of the cancer patients and their families that we support every day.”

**Mark Mellett,**  
Head of Fundraising

**Ballygowan raises €100,000 for Irish Cancer Society by going gold**

**Ballygowan’s Gold campaign raised €100,000 to fund vital cancer support services for those battling the disease and to support cancer awareness in Ireland.**



## Street League

Street League is one of Britvic's corporate charity partners and their aim is to change the lives of some of the most disadvantaged young people through football, inspiring and developing their skills through their academies, to assist them in finding employment.

Britvic employee, Ayesha Hafiz, was particularly keen to learn more about our partnership with them. Using one of her three volunteering days, she chose to spend a day interacting with the young people at Street League's London site. Ayesha saw first-hand, the collaborative support being provided to the people attending the academies, by both Britvic and the charity.

She commented: "I was really impressed by how well the facilitators at Street League delivered Britvic's presentation on nutrition and even more by the enthusiasm and interest shown by the young people during the day. I thoroughly enjoyed talking with the class members and hearing about their ambitions and I feel really proud to be part of a business that supports such a great cause."



18%

of our employees volunteer their time to communities as part of our 3-paid days volunteering policy



For every Gold label bottle sold, Britvic committed to make a donation to the Irish Cancer Society and its campaign partner Marie Curie Cancer Care in Northern Ireland. The distinctive gold labels also promoted The Irish Cancer Society's National Cancer Helpline number, a free nationwide service providing information and support.

Mark Mellett, Head of Fundraising at the Irish Cancer Society, commented: "The funds raised through the Ballygowan Gold campaign will make a very real and lasting difference to the lives of the cancer patients and their families that we support every day. The gold label also provided us with a unique platform to increase awareness of our National Cancer Helpline which provides vital care and support for cancer patients throughout Ireland."



# Planet

**Management of natural resources is a business necessity, by reducing our impacts through resource conservation we save costs and deliver against our stakeholder expectations.**

**Protecting the environment is therefore a key part of our sustainable business programme and our materiality exercise identified four key areas of focus: climate change, water stewardship, packaging and its subsequent disposal and responsible sourcing. These focus areas represent the environmental challenges where we believe we have the greatest ability to act and influence and this year we have seen significant progress against each of them.**

As noted at the beginning of the report, this year saw the closure of our Chelmsford and Huddersfield manufacturing sites. Some of the products produced at these sites have been moved to our other manufacturing sites and some of them are now being produced by our contract packers. We acknowledge that we must still consider the environmental impacts associated with the products that are no longer being produced directly by ourselves but for the purpose of this report and the numbers provided within it, only our manufacturing sites are covered. We are working closely with our contract packers to ensure we have robust reporting mechanisms in place and are reducing impacts in these areas wherever possible.

# Water stewardship



**Responsible water use is a growing concern across the world with increasing numbers of people without access to clean water. Water usage has been growing at twice the rate of population growth in the last century and we recognise the potential risks this presents to the environment and us as a business.**

**Water is essential to our business. We use it throughout our operations - it is used for cleaning, processing, hygiene management as well as being a natural ingredient contained within all of our drinks.**

We have a responsibility to manage our water use prudently and by 2020 we aim to reach a water intensity ratio of 1.4, meaning for every litre of soft drink we produce we use 1.4 litres of water. Last year we were disappointed to see our water consumption increase. This failure to achieve last year's target brought about a renewed focus on the importance of water across our business and as a result we successfully reduced our water intensity ratio across the group by 17.8% to 1.93.

In GB, our absolute water use at our manufacturing sites reduced by 23% to 2,593,360m<sup>3</sup> and we achieved a water intensity ratio of 1.98 m<sup>3</sup>/tonne produced, a 20% reduction on the previous year's performance. Much of this reduction was as a result of numerous focused improvement projects, including investment in new technology and training. In Ireland, we also made a 5% reduction in our water intensity ratio to

2.19 m<sup>3</sup>/tonne produced and over the past few years have been increasing the amount of water we source from boreholes rather than council mains to reduce the amount of water lost through the Irish water network. In France our absolute water consumption and water intensity ratio have been reducing for the last few years. This year we used 462,565m<sup>3</sup> of water, an 8% reduction since 2012 and achieved a water ratio of 1.5 m<sup>3</sup>/tonne produced.

In addition to reducing our water consumption we have also made significant improvements in our effluent volumes. This year we reduced our volume by 20% since last year to 1,238,751m<sup>3</sup> across the group. Across all business units we achieved a reduction in the volume of effluent discharged relevant to tonnage produced. GB achieved a 22% reduction; in Ireland we achieved a 10% reduction and France a 15% reduction. These reductions can be attributed to the re-use of water at our manufacturing sites, preventing it going to drain. Our Leeds manufacturing site for example, is capturing the water used on a line rinser and re-using it for cooling purposes on the pasteuriser.

To date, our focus has been on reducing our direct water use, however we accept that this is only one part of the water challenge and we must also consider the impacts across our supply chain. We recognise we have a duty to use water conservatively, prevent water pollution and collaborate with others within our water catchments to bring about benefits to all. We are currently working to articulate a holistic water stewardship strategy that prioritises areas of focus whilst still enabling a local approach to water management.

This year we have  
**reduced our water  
consumption** by over

**17%**



## Water saving at Norwich

Our manufacturing site at Norwich has eight bottling lines producing Robinsons squash and Fruit Shoot. Historically water use at Norwich has been higher than our other manufacturing sites mainly as a result of borehole abstraction and subsequent treatment together with product mix and last year we hit a water ratio of 5.45 – three times higher than our other sites' average.

With the renewed focus on water, a number of initiatives were implemented this year to minimise our water use. These included changes to processes to reduce the amount of cleaning required and the volume of water used within each clean, automating systems to minimise running times and validating processes to maximise efficiency.

These projects have resulted in an annual water and effluent saving of 8.8 million litres with a return on investment of 1,500%. As a result of these improvements Norwich successfully reduced their water ratio from 5.45 in 2013 to 3.40 in 2014. This achievement has been recognised by Anglian Water which has short-listed the site for their 2014 Business Awards.



# Climate change



The threat of climate change is ever present and this year we have witnessed numerous unprecedented extreme weather events across the globe, including the winter floods in the UK and extended heatwaves in Australia and Brazil. These events act as a reminder of how unpredictable our climate can be and how important it is to minimise our contribution to climate change through carbon reduction activity.

We aspire to continuously reduce our emissions and have set ourselves a 20% reduction target in direct (Scope 1 & 2) Greenhouse Gas emissions ratio by 2020 from a 2012 baseline, which equates to a 15% reduction target against our 2014 performance. This year, across the business, we achieved a 9% absolute reduction on last year, emitting 60,669 tonnes CO<sub>2</sub>e, compared to 66,756 tonnes CO<sub>2</sub>e. We are committed to being transparent about our emissions and this year, for the first time, we made our disclosure to the CDP Investor Response public and we scored 79B, an increase from 65D the previous year.

The table below summarises our emissions from each of the business units, including offices and manufacturing sites. We are currently working on our systems to accurately report against our International business and therefore this has been excluded from this report.

At Britvic, one of our largest sources of direct carbon emissions originates from our energy use within the manufacturing process, accounting for 93% of our global Scope 1 and 2 emissions. In view of the global issues concerning energy security and the uncertain future of fossil fuels, in 2011 we established our energy efficiency programme.

This programme ensures our energy use is managed effectively and efficiently and investigates alternative and renewable energy solutions. A core element of the programme is addressing energy use at our manufacturing sites. Over the past year we have worked with PepsiCo to implement the ReCon (Resource Conservation) programme at our Rugby and Beckton GB manufacturing sites, embedding its principles into our existing processes and ways of working.

		GB	Ireland	France	PLC
Scope 1 Emissions Tonnes of CO <sub>2</sub> e <b>Fuel use</b>		10,909	1,734	5,322	17,965
Scope 2 Emissions Tonnes of CO <sub>2</sub> e <b>Electricity</b>		32,838	8,656	1,210	42,704
<b>Total scope 1&amp;2 Emissions Tonnes of CO<sub>2</sub>e</b>		<b>43,747</b>	<b>10,390</b>	<b>6,532</b>	<b>60,669</b>
Scope 3 Tonnes of CO <sub>2</sub> e <b>Business travel</b>		4,790	Not currently reported	839	5,674
Scope 3 Tonnes of CO <sub>2</sub> e <b>Logistics</b>		19,137	3,916	Not currently reported	23,053
Scope 3 Leased assets Tonnes of CO <sub>2</sub> e <b>Refrigeration portfolio</b>		81,472	1,232	N/A we do not have leased assets in France	82,704



PepsiCo has recognised our effective implementation of Stage 1 of the programme, awarding us with a “Centre of Excellence” award stating, “It is great to see the drive for the programme and more importantly the output from the programme is clear to see on the sites’ KPIs. The way the teams have embedded ReCon into the existing systems will be shared with the PepsiCo teams as best practice.”

Through the programme, reduction opportunities were identified and targets established in electrical, thermal and water reduction at each of the sites. Action plans were developed and owners assigned. The programme has not only delivered against the targets in relation to cost saving and energy reduction, but has also improved staff awareness and engagement on energy through scorecards and competitions. These two sites combined have seen a 1.2% reduction in absolute energy use over the past year and much of this saving can be attributed to the ReCon programme.

This year we consumed 202,100,302 kWh of energy across the group, a 14% reduction in energy use compared to last year, and achieved an energy intensity ratio of 108.51kWh/tonne produced, a 12% reduction on 2013. In GB our absolute energy consumption within our manufacturing site has reduced by 23% to 119,754,522 kWh and by 20% relative to what we produced. In Ireland our energy intensity ratio reduced by 1.1% to 105.27kWh/tonne produced compared to last year. In France we consumed 48,618,110 kWh of energy this year, a 0.02% increase on 2013.

## Logistics

We transport the majority of our drinks by road and have been working with our logistics partners to reduce our road mileage through improving the efficiency of our haulage arrangements. This year our emissions associated with our road transportation within GB and Ireland was 23,053 tonnes CO<sub>2</sub>e, a 0.3% reduction on last year. In GB we decreased our emissions by 1% to 19,137 tonnes CO<sub>2</sub>e. In Ireland our emissions increased by 3%. This increase can be attributed to the closure of our two UK manufacturing sites that resulted in production moving to our Irish sites and subsequently an increase in the amount of product being transported to the UK, in particular to our National Distribution Centre.

With a growing international business we are also aware of the increasing amount of shipping we are using to transport our products around the world. Next year, we plan to build a robust process that will accurately track emissions associated with this transportation type and we will report accordingly.

## Refrigeration

We are very proud of our energy efficient chiller portfolio and have been working closely with our customers to ensure we supply low emission chillers, which not only benefit the environment but also have lower running costs for our customers. In GB this year our chiller, vending and cooler equipment emitted 81,472 tonnes of CO<sub>2</sub> (indirect emissions from electricity use). This is a 1.5% reduction on 2013. The biggest reduction occurred within our chiller portfolio, which saw a 19% reduction in CO<sub>2</sub> emissions. This saving can be attributed to a number of changes made this year including the reduction in the number of chillers within the range from 30 to 12 and the scrapping of older and/or obsolete machines direct from outlet via our specialised recycling supplier. In Ireland the number of assets within our refrigeration portfolio slightly increased, however we still achieved a 5% reduction in our CO<sub>2</sub> emissions to 1232 tonnes this year (indirect emissions from electricity use).



We have successfully offset our GB business travel emissions, through two projects a methane capture project in China and a conservation project in the Amazon rainforest

“We are continually looking at ways of reducing our environmental impact, both locally and globally, and are proud to support this project which will contribute to the preservation of 35,000 hectares of Amazonian rainforest whilst bringing significant social and health benefits to local communities in the Acre region.”

**Alison Rothnie**, Sustainability Manager

## Acre Amazonian rainforest conservation project

**The project is preventing deforestation in 35,000 hectares of pristine rainforest in Brazil's Acre state, home to the Amazon basin and some of the world's most biodiverse habitats. The project works with communities and local groups, using carbon revenues to help protect ecosystem services while providing alternative models of economic development that avoid forest destruction.**

With deforestation and forest degradation accounting for 18% of global emissions, projects like this have the potential to be one of the most significant ways to lower global greenhouse gas emissions, while also having the added benefits of biodiversity and ecosystem protection. The project contributes to sustainable development in several key areas; biodiversity protection, food security, financial security, energy access, health and wellbeing, water stewardship, infrastructure development and job creation.



### Business travel

As a growing international business, business travel is a necessity. However, wherever possible we try to avoid the need for travel by using our teleconferencing and videoconferencing facilities. Where business travel is essential we minimise our emissions by having low emission vehicles as company cars. The average miles per gallon (MPG) of our company car fleet improved by over 2% to 63.52MPG this year compared to 2013. In 2014, our GB related business travel emitted 4,790 tonnes of CO<sub>2</sub>, a 12% reduction on last year.

We are currently establishing a robust process to capture business travel emissions from our businesses outside GB. Once these systems are in place, reduction targets and action plans will be developed and reported against.

### Carbon offsetting

We recognise the importance of reducing our carbon emissions to meet stakeholder demand and to ensure we are a sustainable business of the future. We are committed to mitigating our impact on the environment and to driving best practice.

Over the past few years we have put a robust carbon management plan in place which combines internal reductions with a carbon offset programme. Carbon offsetting enables us to take full responsibility for any remaining emissions in order to demonstrate our commitment and action.

We are delighted to have achieved CarbonNeutral® business travel certification provided by The CarbonNeutral Company. This year we have successfully offset our GB business travel emissions (4,790 tonnes of CO<sub>2</sub>), through two environmental projects which would not happen without vital funding. Our emission reduction projects include a methane capture project in China and a conservation project in the Amazon rainforest.

The 66ml bottle contains the same number of servings as our 1 litre Robinsons squash but weighs 25.2g less.

## Latest innovation

This year we launched our latest innovation, Squash'd. Specifically designed for on-the-go consumption, its small pocket-sized pack and ultra-concentrated flavours have not only made squash portable but have also had environmental benefits too.

The 66ml bottle contains the same number of servings as our 1 litre Robinsons squash but weighs 25.2g less. This reduced amount of packaging equates to 4.82g of CO<sub>2</sub>e saved per serve.



20 servings

20 servings





# Packaging & waste



**Packaging, its use and ultimate disposal, is an important focus of our sustainable business programme. Packaging is an essential component of our products and we strongly believe packaging improves the sustainability of food supply through product protection and waste avoidance.**

**There is, however, an environmental impact associated with the use and disposal of packaging and we strive to reduce this impact wherever possible whilst ensuring our packaging protects our products effectively and delivers a great consumer experience. Our packaging design process reflects these environmental considerations across the whole supply chain. We are innovating, with UK government support, in packaging to reduce our environmental impact and make use of more sustainable packaging technologies.**

Aside from our own impacts, we are also keen to help consumers to recycle more and ensure that at the end of their useful life, packaging materials are seen as a valuable resource and not a waste. Since 2010 we have been including on-pack recycling symbols developed by the Waste Resources Action Programme (WRAP) on all our brand packaging to encourage consumers to recycle more materials, more often.

Over the past five years the recyclability of our packaging has also improved. In 2008, 34% of the PET packaging we put on the market met category A in the WRAP PET categorisation tool, meaning it was ideal for recycling back into food-grade packaging. By 2013 this had increased to 45%.

## Waste

We continue to support the Courtauld Commitment and adopt a zero waste mind set at our sites. We are committed to making our business more efficient by focusing on reducing, reusing, recycling and recovering our waste, and ensuring that the waste residues that remain are disposed of using the most environmentally responsible options available. This year we have reduced the amount of waste produced by 10% within our GB manufacturing sites to 3249 tonnes and have achieved a recycling rate of 90%. We continued to send zero waste to landfill within GB. In Ireland, we achieved a 4% reduction in the amount of waste produced compared to 2013, generating 1604 tonnes.

Our Norwich manufacturing site implemented a focused improvement project this year to identify waste reduction opportunities. The waste review identified that more equipment was required to improve segregation, including a drum press and balers. The waste area subsequently underwent a significant upgrade which has resulted in a 33% improvement in total recycling tonnages at the site over the past 12 months. In addition to the equipment investment, ten individuals from the site also attended the Chartered Institute of Waste Management course to further increase their knowledge around the waste hierarchy and provide guidance on effective waste management to the production team.

## Pledge4Plastic

Recycling is a key priority for us and is engrained within our culture, as such we fully support Pledge 4 Plastics, the national initiative led by Recoup and backed by the UK government to boost plastic recycling in the UK.

The initiative is in response to challenging recycling targets set by UK Government for the packaging industry for the period 2013-17 which will require recycling rates to double over the five year period.

To support the campaign's aim of getting every household in the UK to recycle one more plastic bottle a week we encouraged our people to recycle more at home through internal communication channels and promoted the campaign externally through social media.

## Packaging Recycling Group Scotland (PRGS)

This year, in response to the Scottish Government's announcement to complete a full feasibility study into a deposit-return scheme for certain drinks containers, a group of 33 leading organisations and companies from across the drinks and food packaging supply chain came together to make a new commitment to partnership action to boost recycling and tackle littering in Scotland. Britvic is a proud member of the PRGS and strongly believes that the new voluntary initiatives offered through the group will build on and optimise Scotland's existing successful policy approach. More information on the group can be found at [www.prgs.org.uk](http://www.prgs.org.uk)



# Responsible sourcing



**Our responsible sourcing programme has been in place since 2011 and continues to ensure our products are sourced and manufactured in a fair, ethical and environmentally responsible manner. We are committed to sourcing from suppliers who share our values and meet high standards on social and environmental issues. This not only reduces the risk to our business but also provides reassurance to our consumers about the drinks they buy. The map below illustrates the countries we source from.**

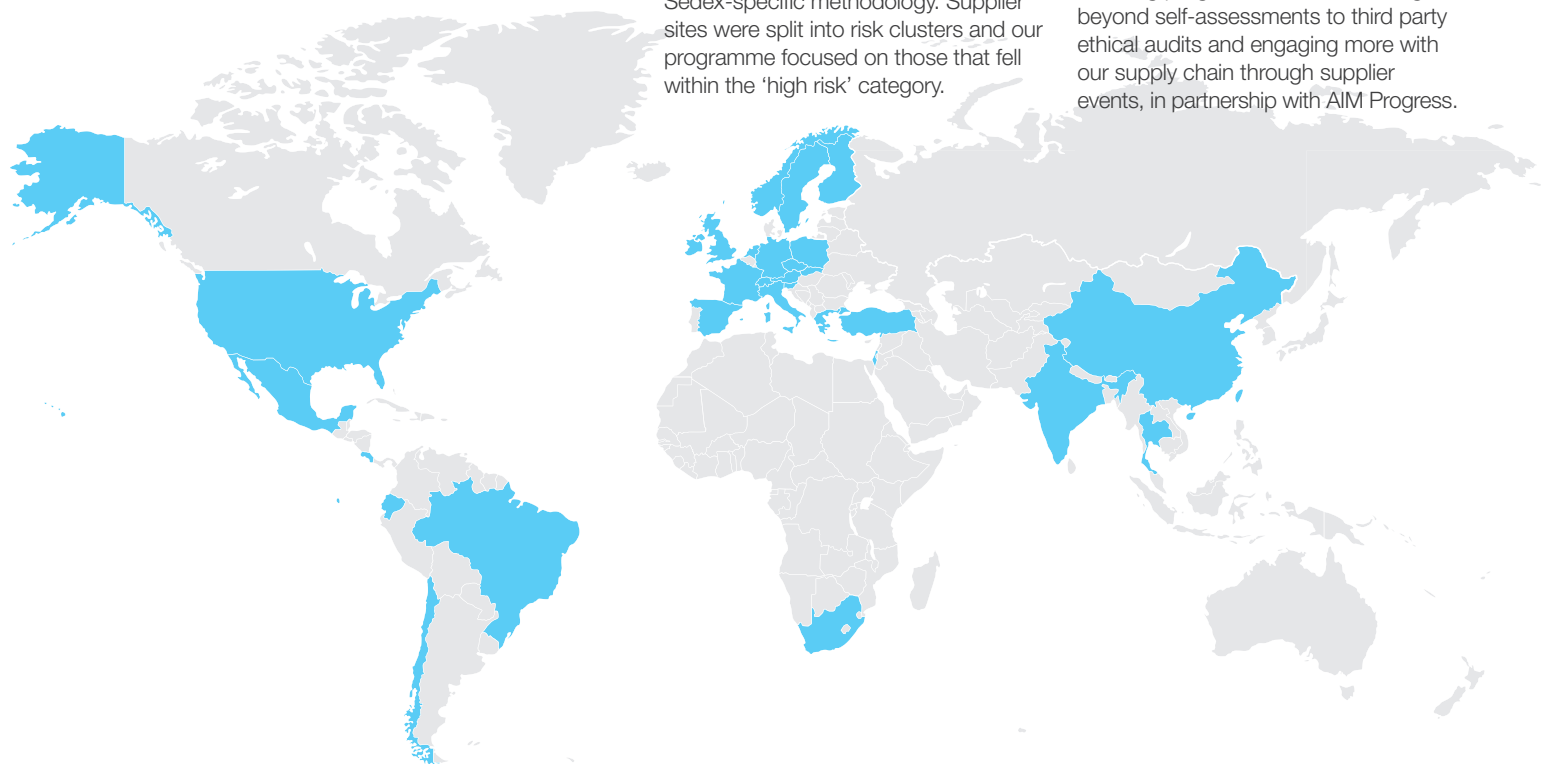
Our ethical business policy sets out the standards we expect from our suppliers and forms part of their contractual terms. We have also produced an employee version of the policy which all employees must adhere to. In addition to the policy, this year we deployed a mandatory policy training module to all employees across the business whose role was identified as being exposed to risk in relation to ethical business.

This year we have continued to successfully embed our responsible sourcing programme within the procurement team, with clear objectives for its delivery and have begun the process of extending the programme through our supply chain.

Our target this year was to have assessments for 30% of our high risk GB/Ireland direct suppliers. We defined assessments as self-assessments completed by our suppliers using the Sedex system, and 39% of our high risk GB/ Ireland direct suppliers have fully completed self-assessments. Suppliers risk rating was established using the Sedex risk assessment tool. This tool uses data from the self-assessment to assess the management proficiency risk, and Maplecroft intelligence to assess the inherent risk of each supplier site. The inherent risk considers (a) country (b) site function and sector profile and (c) product areas (aligned with the United Nations Standard Products and Services Code, UNSPSC). The scores for each category are pre-defined by Maplecroft based either on existing Global Risks Portfolio indices or Sedex-specific methodology. Supplier sites were split into risk clusters and our programme focused on those that fell within the 'high risk' category.

This year we have been building on the alignment between our supplier assurance programme and our responsible sourcing programme, through ensuring that our two supply chain management systems, Sedex and Qadex can exchange information effectively. These systems are key elements to help drive these activities forward, and this alignment now provides a single, reliable source of information and data, that can efficiently support strategic business decisions. Along with this work we are now investing in additional resource within the supplier assurance team to accelerate our ethical audit programme.

We are committed to our long term vision to continuously improve the environmental and ethical performance of our entire value chain. The year ahead will see us develop our responsible sourcing programme further, moving beyond self-assessments to third party ethical audits and engaging more with our supply chain through supplier events, in partnership with AIM Progress.



# Partnerships & stakeholders

We have a broad range of stakeholders with which we regularly engage to ensure our sustainable business programme is relevant. The shareholder table summarises how we listen and communicate with our top 7 stakeholders.

Stakeholder	How we engage with them	Results of engagement
<b>Consumers</b>	<ul style="list-style-type: none"> <li>• Social media</li> <li>• Research and surveys</li> <li>• Participation in brand activities and campaigns</li> <li>• Consumer care services</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of issues of concern to consumers</li> <li>• Improved public awareness of health/fitness campaigns and brand promotions</li> <li>• Provision of consumer advice</li> <li>• Greater transparency on product information</li> </ul>
<b>Customers and partners</b>	<ul style="list-style-type: none"> <li>• Visits and meetings</li> <li>• Regular contact with our Commercial team</li> <li>• Monitoring sales of brands</li> <li>• Research and surveys</li> <li>• Social media</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of issues of importance to customers and other partners</li> <li>• Focused product development and innovation</li> <li>• Greater transparency on supply chain processes</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Departmental meetings</li> <li>• Regular, informal gatherings</li> <li>• Social media</li> <li>• Intranet</li> <li>• Company newsletter and magazine</li> <li>• Great Place to Work survey</li> <li>• Employee Involvement Forum</li> <li>• Britvic Group Forum</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of issues of concern to our people</li> <li>• Participation in Wellness at Work activities</li> <li>• Awareness of company and staff changes</li> <li>• An engaged and healthy workforce</li> <li>• Improved staff morale and pride in the company</li> <li>• Strong employee volunteering rates</li> </ul>
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>• Annual General Meeting</li> <li>• Meetings with investors</li> <li>• Results briefings</li> <li>• Annual report</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of issues of concern to shareholders</li> <li>• Greater shareholder knowledge of Britvic's strategy and financial performance</li> <li>• Confidence in Britvic's commitment to sustainability issues.</li> </ul>
<b>Government and regulators</b>	<ul style="list-style-type: none"> <li>• Visits and meetings</li> <li>• Conferences</li> <li>• Dialogue with trade bodies</li> <li>• Responses to consultations</li> <li>• Industry events</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of issues of concern to government</li> <li>• Awareness of policy/regulatory changes</li> <li>• Joint action on shared areas of concern, i.e. consumer health</li> <li>• Sharing of best practice and collaboration within the industry</li> </ul>
<b>Non-Governmental Organisations (NGOs)</b>	<ul style="list-style-type: none"> <li>• Participation in activities and campaigns</li> <li>• Joint projects</li> <li>• Partnerships</li> <li>• Social media</li> <li>• Surveys</li> <li>• Visits and meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of issues of concern to NGOs</li> <li>• Greater NGO knowledge of Britvic's Sustainable Business programme</li> <li>• Joint action on shared areas of concern</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Visits and meetings</li> <li>• Tendering processes</li> <li>• Supplier conferences</li> <li>• Monitoring compliance to our ethical business code</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of issues of concern to suppliers</li> <li>• Transparent and fair tendering processes</li> <li>• Satisfaction that suppliers are complying with Britvic's ethical business policy</li> </ul>

# Stakeholder relationship

We are thankful for the insights and guidance our stakeholders have provided us with over the last few years and we are pleased that the process of stakeholder engagement is shaping our sustainability journey. We understand the importance of maintaining stakeholder trust, and this is reflected in our strategy to be trusted and respected in our communities. We will endeavour to improve our transparency on the issues that matter most to our stakeholders.

We will look to establish an advisory forum next year that will include senior external experts on the sustainability issues identified through our materiality exercise to provide advice, insight and challenge to our sustainable business programme.

Below is a summary of some of the bodies we work in partnership with.

## **The Advertising Association**

[www.adassoc.org.uk/](http://www.adassoc.org.uk/)

## **AIM Progress**

[www.aim-progress.com/](http://www.aim-progress.com/)

## **BITC**

[www.bitc.org.uk/](http://www.bitc.org.uk/)

## **BSDA**

[www.britishsoftdrinks.com/](http://www.britishsoftdrinks.com/)

## **Cancer Research UK**

[www.cancerresearchuk.org/](http://www.cancerresearchuk.org/)

## **Change4Life**

[www.nhs.uk/change4life/](http://www.nhs.uk/change4life/)

## **CDP**

[www.cdp.net/](http://www.cdp.net/)

## **Food and Drink Federation**

[www.fdf.org.uk/](http://www.fdf.org.uk/)

## **Hertfordshire Community Foundation**

[www.hertscf.org.uk/](http://www.hertscf.org.uk/)

## **HIS**

[www.hisfoodministry.net/](http://www.hisfoodministry.net/)

## **The Incorporated Society of British Advertisers (ISBA)**

[www.isba.org.uk/](http://www.isba.org.uk/)

## **LBG**

[www.lbg-online.net/](http://www.lbg-online.net/)

## **Media Smart**

[www.mediasmart.org.uk/](http://www.mediasmart.org.uk/)

## **Payroll Giving**

[www.payrollgiving.com/](http://www.payrollgiving.com/)

## **SEDEX**

[www.sedexglobal.com/](http://www.sedexglobal.com/)

## **Street League**

[www.streetleague.co.uk/](http://www.streetleague.co.uk/)

## **The CarbonNeutral Company**

[www.carbonneutral.com/](http://www.carbonneutral.com/)

## **WRAP**

[www.wrap.org.uk/](http://www.wrap.org.uk/)

## **Irish Partners**

### **Food and Drink Industry Ireland**

[www.origingreen.ie/](http://www.origingreen.ie/)

### **The Irish Cancer Society**

[www.cancer.ie/](http://www.cancer.ie/)

### **Origin Green**

[www.origingreen.ie/](http://www.origingreen.ie/)








### **Repak**

[www.repak.ie/](http://www.repak.ie/)

### **The Irish Business and Employers Confederation (IBEC)**

[www.ibec.ie/](http://www.ibec.ie/)

# Performance / targets

Focus	FY14 Target	FY14 Performance	FY15 Target	2020 Ambition
Consumer health	Launch & embed our health strategy across the business	Health strategy successfully deployed across the business. All business units have health strategy targets embedded into FY15 activity plans 	Reduce the average number of calories consumed per serve across our entire portfolio by 4%.	Reduce the average number of calories consumed per serve by 20%.
			Display calorie content of our drinks on front of pack in GB	Clearly display calorie content of our drinks on front of pack.
	Deliver our public commitments to support government's voluntary initiatives	UK Government's Responsibility Deal pledges all delivered and updated for FY14 and new pledges around front of pack labelling put in place. 	Inspire and encourage 2 million people to actively play together	Inspire and encourage 20 million people to actively play together
			Update and re-launch our Responsible Marketing Code	Track record of 100% compliance of our Britvic Responsible Marketing Code
Great place to work	Embed our new purpose, vision and values across the business to support our Great Place to Work ambitions	New purpose, vision and values successfully cascaded throughout the business with all employees involved 	Achieve 65% in GPTW survey Trust Index in GB	Be a Top 5 Great Place to Work
			Achieve 85% in GPTW survey Diversity Index in GB	
Community relations	Train 200 teachers and 300 young people through our Learning Zone programmes and partnerships	131 teachers reached (200+ had signed up to attend, but failed to show). These 131 teachers reached 3930 students with our resources. We directly reached 397 students with our programmes. 	Double the number of our GB employees involved in volunteering in our Learning Zone programmes to 5%, enabling over 3000 disadvantaged young people into jobs or back into education since FY13	Double our community efforts by supporting and developing programmes that have a positive impact on people's lives against FY14 baseline (measured by LBG).
			50% of employees volunteering activity is with our corporate charity partners	
Water stewardship	Achieve a water intensity ratio of 1.9	Achieved a 17.8% reduction, achieving 1.93 water intensity ratio across our manufacturing sites. 	Achieve a 2.5% reduction in water intensity ratio across Plc against FY14	Achieve water intensity ratio of 1.4 within our manufacturing sites
Climate change	5% reduction in carbon ratio against FY13	7% reduction achieved in Scope 1 & 2 carbon emissions relative to tonnage produced. 	Achieve a 1% reduction in direct CO2 emissions per tonne product produced across Plc against FY14	Achieve 15% reduction in direct CO2 emissions per tonne product produced from our manufacturing sites against FY14 baseline
Responsible sourcing	30% of high risk GB/IRL direct suppliers have assessment conducted	39% of high risk suppliers have completed the Sedex self-assessment. 	Achieve 20% increase in direct supplier sites using Sedex against FY14	Through our systems and partnerships we continuously improve the environmental and ethical performance of our entire value chain.
			Instruct third party ethical audits for 50 supplier sites	
Packaging			Develop sustainable packaging strategy	We innovate our packaging to make it increasingly sustainable, minimising our impact on the environment

# Verification statement

## To the Stakeholders of Britvic plc

### Objectives

Bureau Veritas Certification UK (Bureau Veritas) has been commissioned by Britvic plc (Britvic) to provide independent verification of its 2014 Sustainable Business report (SB Report). The collation, calculation and reporting of the information is the sole responsibility of Britvic. The objective of the verification is to reassure Britvic's stakeholders over the accuracy and reliability of the reported information.

### Boundary & Scope

The reporting boundary for the SB Report covers Britvic's business operations in Great Britain, Ireland and France for the period 1 October 2013 to 30 September 2014. The information covered by the verification includes quantitative performance data in the SB Report, and select material qualitative information related to risk and governance, consumer health, Great Place to Work (diversity), working with communities, energy/carbon and water.

See Exclusions and Limitations for sites and data not included within the verification scope.

### Methodology

A limited level of assurance was undertaken in accordance with the main requirements of the ISAE3000 standard incorporated to Bureau Veritas' internal protocol for the assurance of sustainability reports. The verification process included interviews with content owners, documentary reviews, checking of the calculation of datasets and the application of appropriate conversion factors, and the sampling of environmental data for a number of Britvic's operating sites and offices.

The integrity and accuracy of site data was tested by sampling data back to source in cases but mostly through the checking of aggregated data managed centrally by the Britvic Sustainable Business (SB) team. Spot checks were made of source evidence against the aggregated data and for electricity and gas, discrepancies of less than 5% were identified.

### Findings

Based on the work conducted:

- there is no evidence to suggest that the performance data and related qualitative information, as stated by Britvic in its Sustainable Business Report 2014, are not reliable and are not free from material error, mis-statement or bias.

### Areas of good practice

Through the process Bureau Veritas identified the following areas of good practice:

- there is clear commitment and established roles and responsibilities for the reporting of performance against Britvic's SB objectives;
- data collection processes are in place that cover metrics within the SB reporting scope;
- there is a structured approach to the identification of SB risks as part of the company's overall governance and risk management.

### Recommendations

We make the following high level recommendations for consideration.

Britvic should:

- ensure an internal checking and QA approach for greater reliability in calculation and reporting of its performance data;
- review internally compiled consumption data it collects for gas and electricity against that provided in the utility supplier reports and decide which is more appropriate for reporting based on completeness and accuracy.

A separate management report has been prepared for Britvic elaborating on the above and other recommendations.

### Exclusions and Limitations

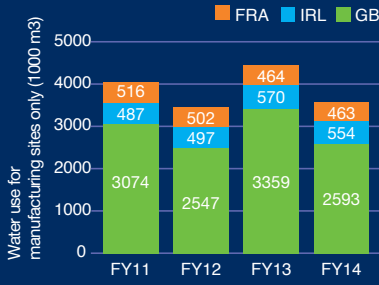
- Excluded from the scope of our work is information relating to:
  - activities outside the defined reporting period;
  - statements of commitment or intention to undertake action in the future; and of opinion, belief and aspiration;
  - any statements of an interpretative nature relating to the data presented in the SB Report;
  - case studies in the SB Report except the Street League and Ballygowan Gold campaign case studies; and,
  - scope 3 GHG emissions related to business travel, separately accounted for by an external consultant to Britvic.
- Evidence for claims related to sugar reduction through the launch of Club Zero (Ireland) is based on transposed sales figures only.
- For Britvic's offices, data was reviewed for the Mica Point office location only; the head office at Breakspear Park is excluded from the SB reporting scope (utilities included in the rental agreement at this shared location).
- For Britvic Ireland, no data was available to verify the carbon emissions for the distribution site (Nangor).

### Statement of independence, impartiality and competence

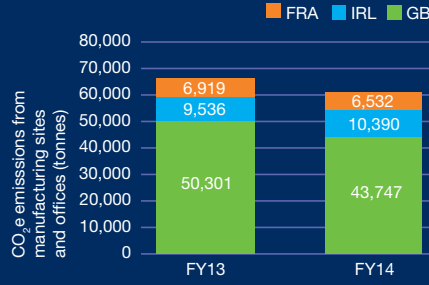
Bureau Veritas Certification UK is a professional services company that specialises in quality, health, safety, social and environmental management advice and compliance with over 180 years history in providing independent assurance services. Bureau Veritas has implemented a code of ethics across its business which ensures that all our staff members maintain high standards in their day to day business activities. We are particularly vigilant in the prevention of conflicts of interest and believe our verification assignment did not raise any such conflicts.



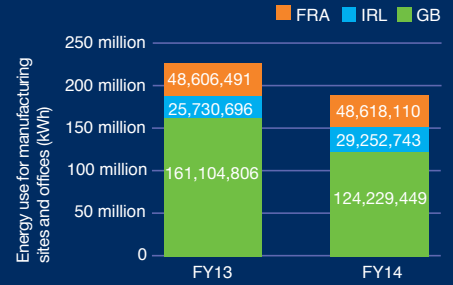
### Water consumption



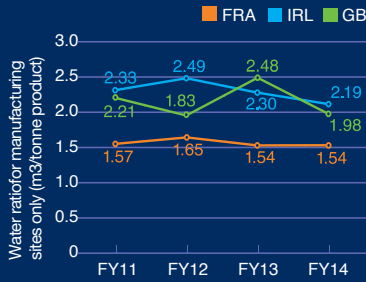
### Carbon emissions



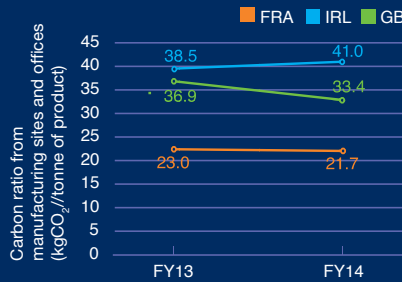
### Energy use



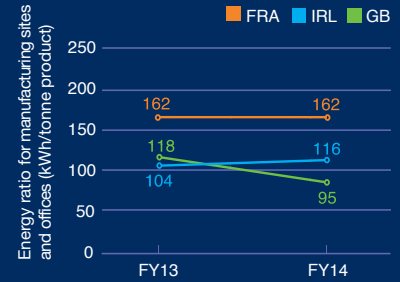
### Water ratio



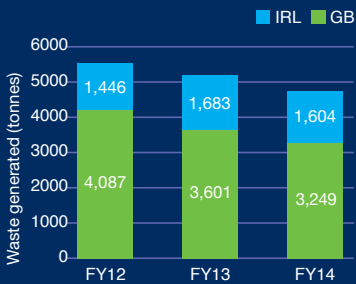
### Carbon ratio



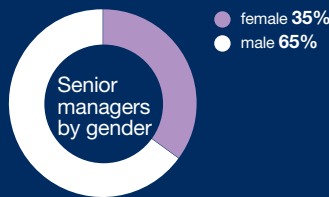
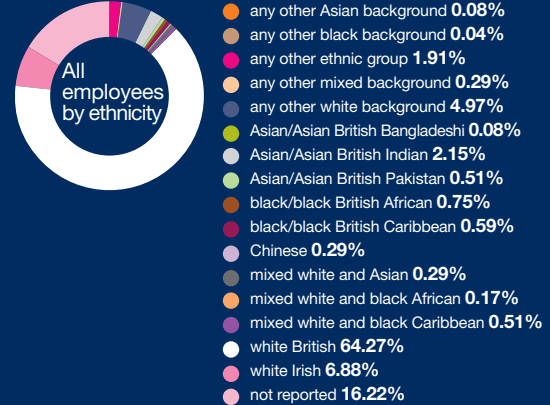
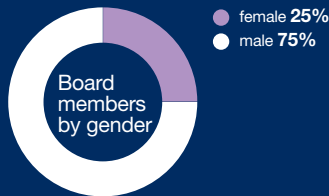
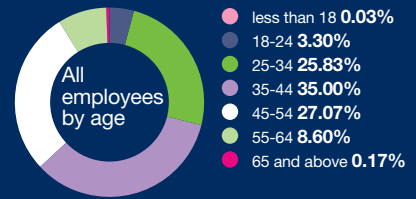
### Energy ratio



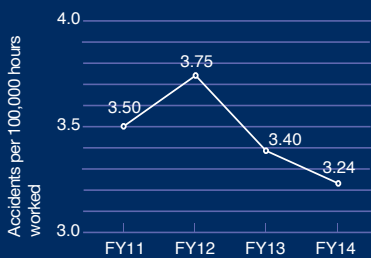
### Waste generated



### Employee data (Plc)

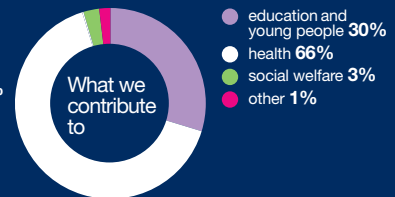


### Accident frequency rate



### Community Investment

### Accident severity rate



Britvic plc  
 Breakspeare Park  
 Breakspeare Way  
 Hemel Hempstead  
 HP2 4TZ  
 Tel: +44 (0)121 711 1102  
 www.britvic.com

## Table summarising the calorie and sugar content of a sample of some of our most popular products (ready to drink) across our markets

Nutrition	Calories (KCAL/100ml) RTD Product	Total sugar (g/100mil) RTD Product	Nutrition	Calories (KCAL/100ml) RTD Product	Total sugar (g/100mil) RTD Product	Nutrition	Calories (KCAL/100ml) RTD Product	Total sugar (g/100mil) RTD Product
<b>GB</b>			<b>Ame</b> Raspberry & Blackberry	37.0	8.7	<b>Club</b> Orange	54.0	13.0
<b>SQUASH'D</b> Orange & peach	1.0	<0.1	<b>Britvic 100</b> Orange	44.0	9.7	<b>Club Diet</b> Orange	6.0	1.2
<b>Robinsons Double Concentrate Regular</b> Apple & Blackcurrant	7.1	1.6	<b>Britvic Cordial</b> Lime	9.0	1.7	<b>Energise</b> Orange	28.0	4.4
<b>Robinsons Double Concentrate No Added Sugar (NAS)</b> DC Orange	1.5	0.1	<b>Britvic</b> Orange Juice	45.0	9.8	<b>TK Red</b> Lemonade	26.0	6.2
<b>Robinsons Barley Water</b> Lemon	18.4	3.8	<b>Britvic</b> Tomato Juice	21.0	3.7	<b>Cidona</b>	23.0	5.0
<b>Robinsons Single Concentrate Regular</b> Orange	8.9	2.0	<b>Britvic Mixers</b> Soda Water	0.0	0.0	<b>France</b>		
<b>Robinsons Single Concentrate - NAS</b> Orange	1.4	0.1	<b>Low Cal</b> Bitter Lemon	4.3	0.2	<b>Fruité</b>		
<b>Fruit Shoot - NAS</b> Blackcurrant & Apple	5.0	0.8	<b>Pepsi</b>	43.0	10.6	<b>Fruitéo</b> Multi fruits tropical	39.0	8.8
<b>Tango</b> Orange	19.0	4.3	<b>Pepsi Max</b>	0.4	0.0	<b>Matin</b> Orange	46.0	11.7
<b>Tango - NAS</b> Orange	3.0	0.4	<b>Pepsi Diet</b>	0.6	0.0	<b>Maxi Fruité</b>	48.0	10.9
<b>Purdeys</b> Rejuvenate	32.0	6.8	<b>7UP</b>	41.0	11.0	<b>Tout Deux</b> Tropical	44.0	10.5
<b>J<sub>2</sub></b> Orange & Passion Fruit	32.0	7.2	<b>7UP Free</b>	1.9	0.0	<b>Superfruits</b> Grenade	42.0	9.8
<b>SoBe V Water</b> Glow	1.0	0.0	<b>Gatorade 02 Perform</b> Orange	25.0	6.0	<b>Moulin de Valdonne</b> Citron	34.0	9.0
<b>SoBe Pure Rush</b> Appleberry Burst	54.0	12.4	<b>Mountain Dew</b>	48.0	13.0	<b>Teisseire Fruit Shoot</b> Orange	40.2	9.5
<b>R Whites</b> Premium Lemonade	11.0	2.4	<b>Mountain Dew</b> Sugar Free	1.0	0.0	<b>Teisseire Syrups</b> Citron	36.0	9.0
<b>R Whites</b> Diet Lemonade	2.0	<0.1	<b>Lipton Ice tea</b> Lemon	30.0	6.9	<b>Teisseire 0% Sugar</b> Citron	3.0	0.1
			<b>Ireland</b>			<b>India</b>		
			<b>Ballygowan</b>	0.0	0.0	<b>Fruit Shoot</b> Mango	56.0	13.3
			<b>Mi Wadi Double Concentrate - NAS</b> Blackcurrant	1.2	0.1	<b>USA</b>		
			<b>Mi Wadi Single Concentrate</b> Orange	10.2	2.3	<b>Fruit Shoot Regular</b> Orange	44.0	10.6
			<b>Mi Wadi Single Concentrate - NAS</b> Orange	1.7	0.2	<b>Fruit Shoot - NAS</b> Orange	5.5	0.9