

# TILLEY GREEN COFFEE

## Environmental, Social & Governance Report – 2022/2023



a Grocott Group Company











# Protecting the environment Supporting our colleagues Taking responsibility for our local community Securing strong and robust governance

Grocott Group owners, David and Linda Grocott, belong to the third generation of their family who have run successful businesses in Shropshire for over 80 years. As former owners of Whitchurch-based logistics company, Grocontinental, and employers of 450 mostly local people, David, Linda and their father Ray became synonymous with providing stable and secure employment, and built a strong reputation for developing and promoting talent within their business.

Alongside this and over many years, the Grocott family has committed substantial funds and energy to supporting and protecting the local community they are part of.

These values are now firmly cemented within the Grocott Group as David and Linda take forward a diverse range of successful businesses, all acquired or launched within the last ten years.

Working alongside David and Linda is Group Managing Director, Daniel McGowan. Before he joined the Group, Daniel enjoyed a 25-year track record of working within the housebuilding industry.

The Group's purpose is to **grow, protect and take responsibility**. By this, we mean everyone who works within the Group has the important role of making sure that all our existing businesses remain stable and successful, but that we also look to future development and growth. At the centre of our work is our commitment to protecting our environment and our responsibility for supporting our local community.

The Leadership Team places equal emphasis on supporting, growing and protecting the team of 60 colleagues who work with the Group.



## Grocott Group Companies





# Tilley Green Coffee Company

Launched in 2013, Tilley Green was established to provide premium coffee machines and coffee products to restaurants, bars, cafes, pubs, leisure outlets, garden centres and offices.

Our philosophy is all about providing high quality coffee machines and coffee products combined with premium service. We work with our customers to provide a bespoke service to suit their particular needs and avoid standard packages. We have a team of expert account handlers, dedicated trainers and service engineers who truly deliver for our customers.

From the outset, we wanted to create a great-looking and distinctive brand too for customers to present our brand in their own environments. Our constantly expanding customer base is testament to our business approach.

We work with high-profile businesses and brands primarily across Shropshire, Cheshire, the North West and the Midlands. Our headquarters is based in Prees, Shropshire and we have taken our name from a picturesque North Shropshire village.

Over the last ten years, we have cemented partnerships with the world's best coffee machine suppliers in the traditional machine sector and we

are proud to present coffee machines from the most established names in coffee technology.

Key to the success of our coffee company is our partnership with one of the finest coffee roasters in the industry, Lincoln & York. High on our list of priorities was researching and selecting a roaster that provides a full range of ethical products accredited by the Rainforest Alliance, Fairtrade and OF&G. Lincoln and York's commitment to quality and ethical trading includes providing full traceability of beans to individual farmers.

Through our relationship with Lincoln & York, we also work with customers to develop their own unique and bespoke blends by conducting flavour profiles with our roaster.

To complement our product range, we have also tracked-down superior quality teas from everyday to high-end speciality flavoured teas; and top-of-the-range chocolates.

Premium, personal and adaptable service is at the heart of everything we do and this has been critical to establishing long-standing partnerships with our customers.





# Our Sustainability Programme

## Our overarching ESG strategy is to:

- Protect the environment
- Support our colleagues
- Take responsibility for our local community
- Secure strong and robust governance



Our owners' background of previously owning Grocontinental, a significant company in the logistics industry has meant that sustainability has always been a business priority. This included being the innovators of a significant environmental initiative with the construction of an anaerobic digester in a field opposite the Grocontinental site in Whitchurch to provide electricity for the company's refrigerated warehouses.

The owners partnered with Iona Capital, a company specialising in investing in renewable energy, to bring the £10 million project to fruition in 2017. During the first two winters that the AD was operational, on most days, its output provided around 90% of the energy required by Grocontinental's site.

To support the local economy further, the digester is fuelled primarily by maize grown by a network of local farmers. The Group's farming activities generate the single, largest feedstock supply to the anaerobic digester and David Grocott remains as a Board Director of the initiative.

As a Group, we are now on a journey to formalise a significant and credible sustainability programme across our diverse portfolio of businesses, and to develop and measure the initiatives we already have in place. We are also in the fortunate position to be able to gather learning across our differing businesses which can be applied across the Group.

# Protecting the Environment - Tilley Green Coffee

## Key supplier credentials



### Lincoln & York Ltd – coffee products supplier

Our coffee products supplier, Lincoln & York, is one of the UK's largest suppliers of certified coffees. The company works to the highest possible ethical and responsible trading standards at all times and is Rainforest Alliance, Fairtrade and OF&G certified.

The company is working towards WRAP's (Waste and Resources Action Programme) vision to reduce use of single use plastic in the UK, combined with the introduction of a recyclable, low-density polyethylene solution.



### Evoca Group – coffee machine supplier

The Evoca Group has a 25-year heritage of being committed to sustainability and adopting environmental certification. Committed to the Science Based Targets initiative (SBTi) and many of their manufacturing plants have gained the ISO 14001 environmental certification.



### Green Rock Group – disposal cup supplier

Materials used to make Green Rock Group's aqueous lined paper cups are certified as:

- 100% recyclable in any waste stream
- 100% compostable in both the home and industrial environments
- 100% biodegradable in marine and soil ecosystems
- Free of any harmful or toxic substances, including PFAS (Per- and polyfluoroalkyl substances)

The company holds certification from PEFC (the Programme for the Endorsement of Forest Certification). This assures that the wood fibre used in the production process originates in forests where Sustainable Forest Management ("SFM") practices are in place – maintaining the optimum balance of harvesting and replanting for forest regeneration, conserving biodiversity and protecting the rights of forest workers.



### Frobishers – soft drink supplier

Frobishers have achieved carbon neutral status and have joined the United Nations Race to Zero campaign via the SME Climate Commitment.



# Protecting the Environment - Tilley Green Coffee

## Solar panels

Following the completion of a roof survey, we installed solar panels on the roof of our Tilley Green Coffee warehouse in 2022. The panels save 23.14t of CO2 emissions each year, the equivalent of planting 1,063 trees.



## Electric car charging points

We have installed two charging points for electric vehicles at our headquarters, available for our Group and Tilley Green colleagues to use.



## Cardboard/plastic recycling

We aim to recycle all cardboard and plastic that is handled by our business.



## Sustainable packaging

Our coffee products packaging, provided by Lincoln & York, is 100% recyclable, compostable and non-metallic. The company is constantly working on developing new green products and offering the latest cutting-edge technology. The packaging supplier has been CO2 Neutral since January 2022.





# Supporting our Colleagues

We employ 60 colleagues across our Group businesses, with the majority living within a 20-mile radius of the businesses they work. Our Leadership Team has committed to supporting colleagues in their day-to-day work, investing in training and development, and nurturing talent; and recognises that the Group's most important asset is its people.

**We have established policies covering:**

- Training and Development
- Modern Slavery Statement
- Recruitment and Selection
- Equality and Diversity

**More specifically, colleague initiatives include:**

- Investment in apprenticeships and young workers across the Group.
- Providing work experience for local students with an emphasis on involving them in specific and relevant projects that they can take ownership of.
- A commitment to providing fully-funded training and development, typically external courses to enhance skills and not “on-the-job” training.
- The establishment of an open culture/voice and providing colleagues with autonomy for the greater good of the company. This open culture means that the Leadership Team listens to colleagues’ ideas and suggestions for different or new ways of working, particularly if they are going to make the business or workplace better.
- Group Staff Discount Card – colleagues receive a 10% discount on a wide range of products and services provided by Group companies, including Nixons Pet & Country Store and Whixall Marina - café, holiday accommodation and boating holidays.



# Taking Responsibility for our Community

Over many years, the Group's owners David and Linda Grocott, alongside their father Ray Grocott, have been committed to supporting their local community, with an emphasis on the areas in Shropshire where their former business was based, Whitchurch, and their home village of Prees which is also the home of Group headquarters and Tilley Green Coffee.

To formalise their charitable giving, the owners established The Grocott Family Charitable Trust in 2012 and their commitment to philanthropy has resulted in the funding of substantial community projects that have hugely enhanced the fabric of the village of Prees. In addition, the owners have supported numerous charities and people in the local area.

Over recent years, significant projects have included:

## Prees Medical Centre



Donation of a £1 million for the funding of a new state-of-the-art medical centre in the village of Prees. The GP service was under threat of closure as the village GP, whose home housed the current surgery, was due to retire. The Grocott family therefore stepped-in to ensure medical services continued in the village.

The build programme for the new centre was also managed by the Grocott family and the new surgery was named as The Grocott Medical Centre.

## Bungalows for older people, Prees



A donation of £800,000 to develop eight bungalows in the village of Prees where there was very little housing for the older generation. The bungalows are available to local people and at a low rent. The build programme was also managed by the Grocott family.

## Prees Cricket & Recreation Club



The Grocott family has financially supported this local facility over the last 35 years to create an impressive and well-used community sports and social hub that embraces all age groups.

Most recent projects funded by the Trust were a major refurbishment of the club's bar, function rooms and terraces; the resurfacing of the club's extensive car park and the installation of a new all-weather AstroTurf surface.

### Bradbury Care Centre, Whitchurch



Donation of a specially adapted bus to transport local people to the Bradbury Care Centre in Whitchurch which provides day-time support and activities for over 55s and younger people with disabilities.

### Prees CE Primary School Nursery



Funding of the total refurbishment of the school's nursery facility and the outdoor play area.

### Whitchurch Foodbank (Trussell Trust Foundation)

Since 2020, the Trust has financially supported the Whitchurch Foodbank which helps local people in crisis.



### Grocott Heritage Centre. Prees



The Grocott Heritage Centre houses a collection of memorabilia from the 76-year history of Groccontinental, the business formerly owned by the Grocott family. The archive includes vehicles spanning the life of the business, photographs, documentation and a detailed historical timeline.

The Centre also includes a large function room available for use by the local community.

### Eve Jones, Professional Cricketer - Sponsorship



More specifically, in 2022, Tilley Green Coffee sponsored prolific local professional cricketer, Eve Jones, to support her tour in Australia to play in the Women's Big Bash League for Melbourne Renegades.





## Mini bus for Ukrainian evacuation



In 2022, we provided a mini bus for a team of local people who travelled to the Ukraine/Poland border to assist with the evacuation of Ukrainian people following the Russian invasion, and to deliver essential supplies.

## Whixall Marina



In 2016, the Group acquired Whixall Marina, a much-loved local facility requiring substantial investment. Following regeneration and restoration, the marina is now a significant community hub which includes a café, well-used by local people.

Located in stunning Shropshire countryside, the marina now boasts leisure and residential moorings, holiday accommodation suitable for all budgets and canal boat hire.

The marina is close to Whixall Moss, one of the biggest and best raised bogs in the world. Its abundance of varied wildlife makes it a place of international importance. The Group has created specific walking routes to encourage people to engage with wildlife and the moss, and our active management of the land encourages easier access for people to experience this vital landscape.

## Working with local suppliers

We believe in local first and engage suppliers and services within our community, wherever possible. Our local partners include a range of start-ups, tradespeople and artisans.







THE GROCOTT FAMILY  
CHARITABLE TRUST

# Securing Strong & Robust Governance

## Leadership Team

Between them, our Leadership Team brings 120 years of business experience to the Grocott Group and, for many of these years, leading successful and high-profile businesses.

The team is committed to ensuring that strong and robust governance radiates throughout the Group's businesses and, as these businesses grow, that our purpose to *grow, protect and take responsibility* is imbedded within each of them.

### David Grocott & Linda Grocott

Owners, Grocott Group



Prior to setting up the Grocott Group, brother and sister David and Linda, were joint Managing Directors of their family business, storage and distribution company, Grocontinental. Together, they oversaw the company's successful growth which saw turnover rise from £5m to £40m.

David was responsible for the strategic development of the company, including investment in infrastructure and innovation across the business. He also managed key customer relationships.

As well as working with David on strategic planning, Linda had specific responsibility for HR, marketing, finance, IT and administration. Away from day-to-day operations, she led the company's corporate and social responsibility programme including staff fundraising initiatives.

Linda also implemented Grocontinental's first integrated warehouse, stock, transport and accounting systems and was instrumental in the on-going development of this important aspect of the business.

Prior to the sale of Grocontinental in 2017 to AGRO Merchants, David and Linda invested in new businesses. Soon after, they established the Grocott Group.



### Daniel McGowan

Group Managing Director,  
Grocott Group

Daniel has a 25-year track record of working within the housebuilding industry and, for 16 years, he held senior leadership roles and board positions across the South West, Midlands and the North of England.

Most recently, he was Chief Executive for the Midlands Division of Countryside Partnerships, the UK's leading mixed-tenure developer listed on the London Stock Exchange and a constituent of the FTSE 250 Index. He was also a member of the Countryside Executive Committee.

In his 21-year career with Taylor Wimpey, one of Britain's biggest housebuilders, Daniel's directorships covered strategic planning, sales and marketing, plus land and planning. Later, he was appointed as Northern Divisional Chair for the company, overseeing the division's business growth, customer excellence and operations; a position he held for 4½ years.

His expertise within the housebuilding industry included delivering key operational performance, empowering colleagues to formulate strategies and build effective management teams, succession planning, and maximising new business opportunities.



# Grocott Group - Goals for 2024/25

## Our plans for 2024/25 include:

- Conduct a renewable energy audit to identify potential opportunities to reduce our carbon footprint
- Establish a specific target and time frame for emissions reduction across the Grocott Group
- Enhanced journey planning across the Group to improve fuel consumption and reduce emissions
- Increase the number of electric vehicles across the Group, where practical
- Establish a sustainability action group across all our businesses
- Introduce a staff survey to be conducted every two years
- Audit and review printed paperwork generated to assess what can be produced electronically
- Introduction of Supplier Code of Conduct
- Ensuring we only use sustainable and environmentally-friendly cleaning products
- Launch a nominated energy saving week across our businesses





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