



BUNZL ROADMAP

your guide to product and service choices



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Delivering Real Sustainability

Introduction

Our mission is to take care of your everyday essentials using sustainability as a fundamental principle.

We all face challenges every day in the field of sustainability, especially around packaging and disposables where there is still a high level of confusion. Sustainability means different things for different businesses and your activity sometimes dictate what is the best environmental option for you.

In addition, we need to ensure compliance with upcoming legislation tackling Single Use Plastics (SUP) from 2021.

For this reason, we have launched the Bunzl Roadmap which will help you make environmentally conscious decisions for the products you need.

It is our objective that every packaging product we offer will have an alternative that is reusable, recyclable or compostable by 2025 and we have made this a top priority in our businesses in Europe.

The Bunzl Roadmap:

- $\sqrt{}$ is intended to serve as a source of information for the rules and regulations (compliance with SUP legislation) and to provide facts and suggestions concerning sustainable packaging;
- $\sqrt{}$ helps you optimise how disposables are used, reduce consumption and encourage recycling;
- $\sqrt{}$ serves as a guide for you to build an optimal range that fits your approach to sustainability.



Delivering Sustainability

Building a sustainable future

Sustainability is core to how Bunzl does business and how we'll grow in the future. We have recently developed a new sustainability framework and strengthened our team of sustainability experts who will work to embed this across our businesses internationally whilst providing practical advice on which solutions can make our customers more sustainable.

As a leading distributor and not a manufacturer, Bunzl is not tied to any types of materials or products and, as a result, we can have a positive impact across the entire supply chain by having an objective overview of the best sustainability solutions for each customer.

We offer a wide product range to our customers and provide the support and expertise required for them to make informed choices. We also work with our suppliers to ensure that the products we supply are, wherever possible, manufactured from sustainably sourced raw materials and seek to increase the range of sustainable products that are made from recycled materials or are themselves recyclable or compostable.

Delivering Sustainability

Sustainable solutions for our stakeholders



Our Values: Transparency, Humility, Reliability, Responsiveness, Creativity, Diversity, Customer-Centricity

How to use this guide



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1. The Challenges

Alternative materials

Plastic packaging offers a safe, convenient and effective way for consumers to take away their food and drink.

Single-use consumables in foodservice frequently includes containers, cups, lids, pots, cutlery, stirrers, straws and carrier bags which are often made of plastic, but increasingly these are being replaced with alternative materials made out of renewable or recycled resources.

Whilst most plastic packaging can be recycled into new products, a high proportion of it ends up in landfill or sent for energy recovery. This can be due to a number of reasons; for example, the consumer is unable to or chooses not to recycle; or the packaging is rejected from recycling because it cannot be recycled; it's food contaminated; or it's too small/lightweight to process.

Alternative materials can face similar problems if disposed of in the wrong way.

In addition, plastics or any other products that are not put in the bin end up being littered (deliberately or accidentally). Litter finds its way into local waterways, onto beaches, and into oceans. It is proven that plastic waste in water and on land poses significant a threat to our environment and to wildlife. In reality, any badly managed material can have a negative effect in the environment.





Starch foil













Wood

Bagasse/ Sugar cane pulp Cardboard

Bamboo

Palm leaf

Tissue paper

PLA (Poly-Lactic Acid) **Recycled PET** (rPET)

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1.1 Single Use Plastics Legislation

Legislation

In October 2018, the European Parliament ruled in favour of a ban on single-use plastics (SUP) within the EU. This ban stipulates that some plastic products for single use will be banned from the European market starting in 2021.

The European Commission's goal is to ensure that all plastic packaging is recyclable by 2030. This is in line with our objective to provide an alternative that is reusable, recyclable, or compostable for every packaging product by 2025

What now?

The ban on SUP includes plates, cutlery, straws, stirrers, EPS containers and EPS cups. These products are typically made from polystyrene and polypropylene but also included within the law will be any bioplastic such as PLA and CPLA.

Alternative raw materials are wood, palm leaf, cardboard, bamboo and pulp.

The use of packaging that do not fall under the SUP legislation, such as packaging of sandwiches, hamburgers, fruit and dessert trays can also be made more sustainable through the Sustainability Roadmap.

The Sustainability Roadmap will guide you in your packaging decision making process by proposing alternatives to those materials impacted by the SUP Directive.

For more information, please visit: https://ec.europa.eu/environment/waste/pdf/single-use_plastics_factsheet.pdf



2. Know your materials

Origin: Recycled and renewable materials

Recycled

Recycled and recyclable are 2 different concepts. Recycled refers to the origin of the material while recyclable refers to its ability to be recovered and remanufactured in new products.

Products can be made from recycled sources. The use of recycled material reduces CO2 emissions. Moreover, it ensures active participation in a circular economy.

Unfortunately, there are no laws and regulations that determine what percentage of recycled material must be present in a product in order to get the label "recycled". For this reason, Bunzl itself has set a minimum for this. Bunzl sees a product as recycled if the product consists of or at least 51% from recycled sources.

The use of recycled material can sometimes be noticeable by the user through physical differences such as slight change on the colour of the packaging or disposable.

Renewable

When we say a product is made from renewable sources, we mean that these products are wholly or partly derived from biomass, such as plants, trees or animals (the biomass can have undergone physical, chemical or biological treatment). So this terms relates to the origin of the material. These materials are also known as biobased.

Bagasse, palm leaf or paper products are biobased. Some plastics such as PLA are also biobased.

Some other plastics can be biobased too such as PP, PE or PET and they can have the exact same properties as conventional plastics made from fossil fuel. Renewable resources are infinite resources as opposed to fossil resources, or finite resources.



2.1. End of life

Disposal: Recyclable or compostable

Recyclable

Packaging or a packaging component is recyclable if there is reasonable infrastructure in place for its post-consumer collection, sorting, and recycling in the area where the product is likely to be disposed of (this includes municipal recycling collection or other established recycling programs). This includes local collections or specialised schemes and initiaives.



Biodegradable

Biodegradable material is that which breaks down organically and may be returned to the earth with none of the damage associated with the decomposition of typical waste materials. Therefore, this term relates to the end of life of a material.

In practice, almost all chemical compounds and materials biodegrade. However, the rate at which a material biodegrades depends on the environment and the process can take days, weeks, a year or even centuries. So this is why it is always necessary to specify in what conditions and how long it takes for a product to biodegrade.

Compostable

Composting is a special type of biodegradation. Compostability takes place under specific conditions which for the most part cannot be replicated in the open environment.

At Bunzl we consider a product to be compostable if it is in compliance with relevant international compostability standards (in the EU this is EN-13432) which means that these products only get composted in appropriate composting facility. All compostable products that we sell are also made from renewable materials.

3. Your strategy

You can find "examples" of frequently used sustainable principles below. It is important to determine which principles will be prioritised within your strategy for sustainable packaging. What is important to you, your organisation and your customers? What are your ambitions? You can incorporate your selected principles into your strategy. We have a number of sustainability experts within Bunzl and we would be more than happy to help you shape your approach.

Keep this strategy in mind when making decisions about your packaging and disposables. We can then help you determine which are the best sustainable solutions available for you.



3.1. Your objectives

Once you have identified the guiding principles for your CSR policy concerning packaging and disposables, you can move on to step 2. This involves examining the product groups from various perspectives. You can now formulate objectives per product group based on the five Rs to support your CSR policy. We will explain the five Rs on the following pages.



3.2.1 Reduce



Reduce consumption

An important concept for conducting sustainable businesses is to dare to say "no".

During the process of reducing consumption, a shift must be made in the way products are being offered to consumers. Is it always necessary to provide cutlery with a meal or a straw with the drink?

Consumers are consistently fed with information by media channels and are critical when it comes to the environment. Consumers are used to automatically using certain packaging and disposables but by no longer providing these as standard, they will ask themselves whether these products are truly necessary.

Reduce the use of materials

Another way of reducing is to decrease the amount of material used in every packaging unit without compromising on quality and safety. This can be achieved by optimising the size or thickness of a product whilst still being fit for purpose.



3.2.2 Re-use



Re-use of products

The objective of re-use is to use products for as long and as many times as possible. This can include a bottle that can be refilled with water or a container that can be used to take lunch to the office.

There are a few elements to consider when re-using products such as napkins or porcelain plates. At first, they could seem like the perfect solution, but remember that these still need to be washed or rinsed.

When choosing reusable products, make sure that the product can be recycled when it is no longer usable.

Reusable systems have been on the rise for a few years and they can bring many benefits for you as a business such as customer loyalty. If you would like to consider setting up your own scheme please contact us to discuss how we can help.





3.2.3 Replace



Replace with the right alternative

It is important to take a good look at the product range. For what purpose is the range of packaging and disposables intended? Is it actually being used for that purpose?

Determine what is suitable for your organisation in terms of packaging or disposables. The bags in your range, for example, must meet the needs of your target market. Are carrier bags relevant for guests who are dining at your establishment?

When making decisions about what products and what format is best for the environment, it involves considering more than simply the origin or the recyclability of the product or the material it is made of. Experts factor in its weight, bulk, water and energy use, the distance the product has to travel, the greenhouse gas emissions that were generated when making it or the likelihood that the product will end up in the environment.

In Bunzl we aspire to research and offer more alternative and sustainable options to every customer by looking at the different sustainability aspect of the products.



3.2.4 Recover



Recycling or composting

There are three methods for processing waste in the Europe: recycling, composting and incineration.

Recycling is a method that involves collection, separation, cleansing and grinding. Different areas have different collection methods and different rules to follow. There are also a number of schemes operating to recycle specific products such as coffee cups.

Composting is another method used to process waste. In the EU, the EN-13432 European standard determines whether a piece of packaging or disposable can be classified as "compostable". Appropriate composting infrastructure is not always accesible in Europe, but "small" composting machines are available with which organic waste can be composted at your location.

Discuss this with your waste management provider who can inform you which waste flows are processed and how. You can then make the appropriate adjustments to the packaging materials you use or seek solutions to the gap in infrastructure.

Incineration or energy recovery is another alternative method to process waste. This method is not bad by definition. After all, waste gets converted into energy but burning usable resources is wasteful.



Think about the ways you could communicate clearly about the best way of dispose of the products they use. Please see examples of communication materials in page 31.

3.2.5 Review



Review product range periodically

The world around us is ever-changing. Legislation changes, new products or materials are developed and consumer perceptions are influenced daily. By regularly reviewing your range, adjustments can be made to the packaging or printing of the product. Consumers notice these changes.

Bunzl will provide you with updates on innovative products and services regularly to help you improve your sustainable credentials. You have all our knowledge and expertice at your disposal.

Communication is key.





3.3 Example case

This example case focuses on the Straws product group. Imagine that you are upholding Waste reduction as the principle of your strategy. You can then formulate objectives based on Reduce, Re-use, Replace and Recover principles.



4. Product groups

Many items used within the food service sector fall under the following product groups. A template is provided for each product group. The respective template can help you to draw up action points in support of your sustainability policy/strategy.

Some alternatives referred to in the template are so new that they are not (yet) part of the Bunzl product range. If you are interested in these products, they can be ordered upon request.





5. Review





4.1 Plates



Recyclable or compostable? **Reduce consumption Re-use of products** Find the best alternative option Description Description Description Description What material is your cutlery made of? Can it be made of recycled or renewable resources? Cutlery, such as spoons, forks, and knives, are essential Single use can be prevented by using reusable cutlery. The material that the cutlery is made of will determine products but the use of a full set of cutlery is not always the most appropriate way to dispose of it. Plastic cutlerv is usually made from PS, which is made necessary. Also, when you have to use cutlery, make sure it is the optimal size. from fossil fuel and it's difficult to recycle. As cutlery is small and lightweight it will often end up in landfill or Action energy recovery. If littered it poses significant threats to wildlife and the environment. Action Action Only provide the cutlery upon request and store it behind the counter. Please note that all single use plastic cutlery will be Provide more durable plastic cutlery or metal If there isn't composting infrastructure in your area banned from 2021 in Europe. This includes PLA cutlery cutlery. Please note this only applies if you have for compostable alternatives, consider the use of Avoid handing out a full set of cutlery when because PLA is a bioplastic. appropriate washing facilities. Hygiene and safety composting machine. They can also save you money on serving a dish that only requires a spoon or a should be a priority! your waste bill. Action fork, like a soup. 2. Consider selling reusable cutlery alongside offering Replace the plastic cutlery with cutlery made from wood, disposable. **3.** Consider the size of the cutlery. Maybe the bagasse, palm leaves, cardboard or bamboo. These meal can be eaten with smaller cutlery. alternatives are all made of renewable resources and are compostable. 4. Consider whether packaging is necessary.

3. Replace

2. Re-use

4.2 Cutlery

1. Reduce

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2.



4. Recover

5. Review





5. Review

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4.3 Straws



4.4 Stirrers





4.5 Hot drinks cups

BUNZL



Choosing the right cup could become a daunting task but do not worry. We are here to help. Contact your Bunzl representative for more information.







4.6 Cold drinks cups





5. Review



4.7 Lids for cups









4.8 Salad containers









4.9 Meal containers









4.10 Snack containers









4.11 Carrier bags







4.12 Sandwich bags









5. Sustainable innovations

As a business we continuosly research and offer more alternative and sustainable options to every customer by looking at the different sustainability aspects of the products and the settings to which they're applied.



Contact your Bunzl representative for more information about the latest sustainable innovation.

6. Product Range Scan

How can we conduct business as sustainably as possible? Where are the opportunities for improvement? These are questions asked by our clients on an almost daily basis. To answer these questions and assist you with your CSR policy, we have developed a number of tools. One of these is the Product Range Scan.

We are convinced that by working together on a more sustainable product range, we can take larger and quicker steps toward preserving the environment. After all, there is no Plan(et) B!

How sustainable is your product range? The Product Range Scan identifies the existing alternative solutions that you currently have within your product range. How many products have you ordered, and how many of those fits within your sustainability strategy? Which items were these? From what materials are they made? These are just a few examples of the parameters included in our scan.

The scan results will provide you with valuable insight into how you can improve the sustainability credentials of your product range as well as ensuring compliance with upcoming complex legislation.



7. Communication

"Do you really need the straw?"

It is essential to continue to inform consumers and involve them in your choice for sustainable change. Let the consumer help you with the reduction of waste and the prevention of litter through increased recycling.

You can use posters for this, place information boards on tables or use digital screens.

Here you can find examples of communication materials used by Bunzl customers.

A5-format table cards





A3-format posters













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