

CORPORATE SOCIAL RESPONSIBILITY REPORT

2021-2022

LINCOLN & YORK

YOUR COFFEE PARTNER



Message from our MD

Dear Friend of Lincoln & York,

It has certainly been a challenging year. While we have made positive steps forward as a company, for many people it has been a struggle. The Covid-19 pandemic has reminded everyone how important it is to support those around us. Our people and our local community are two key pillars of our Corporate Social Responsibility (CSR) strategy and we have invested significantly in both of these areas over the last year.

We have never been a box-ticking business; CSR has always been about doing what feels right. It is about being fair and looking at the impact we have on the world, from our operations in the UK to the farmers across the world who grow our coffee beans.

In the last 12 months we have donated thousands of bags of coffee to key NHS workers, installed an air source heat pump to our new warehouse and invested in research and development to help coffee farmers.

It isn't just a corporate mission: our colleagues devote their time and energy to making a positive contribution.

This CSR report details not just our commitments and ambitions: it details the practical steps we are taking to improve our environment and ways of working. As with everything we do, we are committed to always improving, so we will continue to develop our CSR policies and reporting.

James Sweeting,
Founder and Managing Director



Message from our partner

One of the most effective strategies to tackle poverty in developing economies and reduce the environmental impact of coffee production is to invest in agricultural research to drive increased productivity.

Lincoln & York's substantial support of World Coffee Research helps fund innovative agricultural research, which in turn helps improve the livelihoods of coffee farmers around the world. These resources are incredibly important, as low-income countries simply don't have the funds to commit.

Vern Long,

CEO, World Coffee Research



Why now is the right time to talk about CSR

The business was founded in 1994 by our Managing Director, James Sweeting - formerly a coffee buyer - and our Director, Simon Herring - formerly a coffee trader - hand roasting coffee in a garden shed.

With extensive knowledge of coffee and a 'few' trips to countries of origin under their belts, the pair set out to become North Lincolnshire's premier coffee supplier. Initially selling to local coffee shops, golf clubs and even hairdressers, 27 years later Lincoln & York now supplies coffee to over 200 customers in the out-of-home market and to over 15 countries.

Over this period, the need for businesses to recognise and embrace the impact they have on the communities in which they operate has increased dramatically. Lincoln & York has always been committed not only to supporting our communities in the UK, but also to supporting those in the markets where our coffee is produced.

The world has never had a clearer view of the social and environmental challenges that face us all. The need for meaningful and tangible action is incredibly important. We all know we have a big role to play, a role that over time will only grow.

We are a company supporting brands and people with a purpose: to make sustainable living commonplace.



Our vision for the future

Our vision for the future means we are constantly evolving, delivering increasing growth, but ensuring that this expansion is delivered within the framework of our core CSR values.

Our CSR strategy is based on four core pillars: the environment, supporting local, our people and the coffee community. We are continually exploring how we can improve our operations and make a positive impact in each of these areas. We are also investing in increased reporting and analytics to track our progress.

As a business we can state proudly that we are doing the right thing. We are accountable for our actions.



Our philosophy and approach to business

For us, CSR is about recognising the impact our company has on the people we are connected with, whether that is our colleagues, customers, consumers, or the communities in which we operate.

People want to work for, buy from and deal with responsible businesses that have a proactive approach to sustainability and recognise their responsibility for maintaining the planet's resources.

At Lincoln & York, we strive to be such a business. With trust and accountability at the core of our personal relations, we seek not only to meet expectations but to exceed them, establishing an industry benchmark for responsible business practice. We take individual and collective responsibility for our actions - we do what we say we will do.

All leading to truly exceptional coffee

Globally, coffee consumption continues to increase exponentially each year, with innovation driving in-home and out-of-home demand. This is great news for the industry, as well as for the economies where coffee is cultivated.

Coffee origins hold a huge bearing on the final flavour profiles we produce. In a market where there is huge demand for new flavours, coffee origins are becoming increasingly defined, comparable to that of wine producing regions.

Our passion for coffee knows no limits and is at the heart of everything we do. The time and energy we invest in coffee farming communities is repaid a thousand times over by the exceptional quality of the ingredients we source as a result.

Our range of over 600 coffee blends, that make up 2,500 unique SKUs, includes: Non-GMO, Fairtrade, Vegan, Kosher and Halal certifications. We also offer a recyclable packaging solution where we can create gas-flushed, machine-made bags in weights from 60g – 1kg. We offer clients matt black, matt white or kraft films with either a one-colour print or recyclable label for a fully sustainable product.



Lincoln & York's CSR objectives



We want every person and organisation we are connected with to feel empowered by the knowledge that Lincoln & York takes its commitments incredibly seriously.



The environment

Lincoln & York is committed to recognising and reducing the impact our business has on the environment, from emissions and energy use to minimising waste.

We believe we must manage our impact on the environment, which requires both capital expenditure and an investment in training for our people to ensure they do the right thing. Our environmental policies are constantly evolving and we continually explore new technologies and solutions entering the market to help us deliver on our commitments.

Energy

We are always striving to drive energy efficiency across our business; we believe in using less, buying better and self-generating more.

- Using less – through energy efficiency, we aim to reduce our carbon footprint. Solutions to deliver on this pledge include the installation of highly efficient Brambati roasters
- Using renewable – in 2020 we made the switch to using 100% renewable electricity across the business
- Self-generating more – this year, we installed an air source heat pump to the new warehouse to help sustainably produce our own energy. In addition, we plan to cover the roof of our warehouse with solar panels to generate our own renewable energy on site



Packaging and plastic removal

As a business, we recognise that we must take a responsible approach to how we package our products in order to minimise our impact on the planet for future generations. We want to ensure that what we're doing is right for the environment, while continuing to deliver the market-leading products that we are renowned for.

One way we do this is by investing resource in innovative recyclable packaging. The LDPE4 recyclable film we first introduced in 2020 has gone on to win awards due to the ease with which it can be recycled; it is featured across an ever-increasing number of our product range.

This is no small feat and, although we still have a long way to go in this journey, along with the rest of the coffee industry, we are committed to making the right long-term decisions.

We want to recycle, remove, reduce or reuse where possible. All the cardboard in our outer case packaging is recyclable, but some film remains non-recyclable from consumers' homes. Therefore, we know there is work to be done to ensure that what we are putting out to market can be completely recycled.

In the workplace, we have taken permanent steps to reduce plastic use, including banning the weekly purchase of plastic bottles for site. All staff have been provided with reusable water bottles to ensure they can remain hydrated without contributing to plastic waste.

The impact of transportation

With electric vehicle development still in its infancy, especially when it comes to larger vehicles and charging infrastructure, we are prepared to invest now to be at the forefront of this emerging technology. We are proud to commit to purchasing a fully electric, zero-emissions vehicle for local deliveries.

For our colleagues, we plan to introduce a car sharing scheme in 2022, with prioritised parking on site and a rewards scheme to reduce emissions. This will help reduce the carbon footprint of our operations. We're not there yet, but Lincoln & York is looking at all aspects of our operation as we transition into a net zero business.

Our carbon footprint

We are committed to reducing our carbon footprint and will be a carbon neutral business by 2024.

We have a commitment to plant 1,000 trees in the next year, rising to 10,000 by 2025.

We also actively encourage all employees to consider the environmental impact of every business journey they make. This may mean selecting public transport in place of a personal vehicle, or simply selecting optimal routes to conduct our work.

Zero waste to landfill

Since 2019, we've been a zero waste to landfill site. No waste, not even the smallest items, leave our site and go to landfill.

All our jute sacks, for example, are recycled and used to create carpet underlay.

We are not only minimising our waste, but supporting local businesses to source materials locally, affordably and sustainably. As we've always said at Lincoln & York, it's about how we recognise the positive impact we can make on the local communities we serve.



Supporting local

We are committed to making a positive contribution in the communities in which we operate. We want our local communities to feel the difference in the contribution we make and to be proud of the work we do.



Supporting local charities and sports teams

The Lincs & Notts Air Ambulance is at the forefront of Helicopter Emergency Medical Services (HEMS) in the UK, attending an average of three potentially lifesaving missions every single day, 365 days of the year.

As a charity, they rely purely on donations for operation. They receive no direct government funding and are not part of the NHS. They provide the equivalent of an A&E department directly to the scene of some of the most serious and time-critical 999 calls in Lincolnshire and Nottinghamshire.

It costs on average £7,500 a day to operate the air ambulance. This means that donations from external partners are vital to their ability to continue doing their extremely important work.

At Lincoln & York, we not only support The Lincs & Notts Air Ambulance with free coffee for their team but, as one of our chosen charities, we raise money for them through fundraising activities. This year, we raised £7,500 by completing Tough Mudder events and hosting internal charitable activities.

We are also supporting fundraising for MacMillan Cancer Support by entering a golf team into the President's Charity Golf Day at Normanby Hall Golf Club, which raised around £2,000 for MacMillan.

We are also committed to supporting local sports teams with much-needed funding to buy clothes and equipment, promoting healthy lifestyles and fitness.



Keep Britain Tidy

Every year, millions of tons of rubbish is left to litter our streets, parks, and beaches. This comes at a significant cost to the taxpayer, totalling millions of pounds annually to clear up the waste.

Keep Britain Tidy aims to inspire the public to reduce the amount of litter they create, now and for future generations. The urgency of this mission grows every year and public sentiment rightly demands that businesses do more in their service to local communities.

In the summer of 2021, our colleagues volunteered to take matters into their own hands and headed to the streets to pick up litter. In total, the team cleared 39 bin-bags of rubbish from our local estate.



Donations to NHS staff and frontline key workers

The last 18 months through the pandemic have been challenging for everyone. NHS staff and key workers have spent many hard months in tough conditions, without access to shops and cafés in hospitals, while battling to keep us safe.

That's why we wanted to say thank you and do so in a way that would immediately impact those on the frontline of the Covid crisis. We therefore donated thousands of bags of coffee to the hospitals local to our community to keep key workers energised. This donation proved very popular for those enduring late nights and early starts. We will continue to support the NHS Trusts in our community in any way we can as they continue to battle the virus.



Winning talent

Education and apprenticeships are a great way to build a diverse talent pipeline and introduce new skills and ways of thinking to an organisation. Generating career opportunities for local people should be a focus for any business, particularly given the enormous impact it can have on the local economy.

That's why, at Lincoln & York, we have just taken on our first apprentice from Grimsby College. In future, we will actively search for a university or college to partner with and develop a programme of career building, employability and skills training. We want to be at the forefront of not only developing the local economy but helping secure the future of innovative coffee production, inspired by young people.

As many as 92 per cent of employers who take on apprentices report a more motivated and satisfied workforce. We look forward to welcoming many more young, eager and talented individuals through our doors long into the future.



Support for the less fortunate

Not everyone in life is as fortunate as we are. Within our CSR policies, we have a commitment to do what we can to support the homeless and offer them a helping hand. Through our support of FareShare, we provide free coffee to the vulnerable and less fortunate in our local area. In 2021, we redoubled our efforts as we expanded our support by working with FareShare in the Lincolnshire area.

FareShare is a charity network aimed at relieving food poverty and reducing food waste in the UK; it has been running since 1994. We look forward to updating you on our contributions throughout 2022.

Sourcing local

Coffee is an almost unique industry for a UK-based business, as none of our raw product can be grown locally. However, where possible, we look towards a local supply chain and we are tremendously proud that 26 per cent of all our suppliers operate within a 30-mile radius of our roastery thanks to our preference policy of sourcing locally where possible.

Our people

It's simple: we want to be an employer of choice and provide a great place to work. Our talented people are our greatest asset. We actively work to foster a diverse and welcoming workplace centred around mutual respect.

All our colleagues are encouraged to maintain a healthy work-life balance - we support our people to pursue healthy lifestyles, from free fruit provision to a workplace gym - and even provide financial assistance to engage in charitable and sustainable activities.

The backbone of our company is our colleagues and we have recently introduced initiatives to reinforce our long-term commitment to our people.

- We aim to reduce the amount of agency workers on site by five per cent each year, supporting instead local young people looking to kickstart their careers, or more experienced individuals embarking on their next employment chapter

- We have teamed up with a rewards company for employee financial benefits. This is particularly important in ensuring our staff see the value of being with us at Lincoln & York, even when not on site

Gender equality

Gender equality is not only a fundamental human right, but a necessary foundation for a peaceful, prosperous and sustainable world. We are committed to maintaining an environment free from bias, with an equal voice and representation for all. At Lincoln & York, women comprise almost a third of our management team and 52 per cent of our workforce.



Diversity and inclusion

At Lincoln & York, we aim for our workforce to be truly representative of all sections of society and for each employee to feel respected and able to give their best. We therefore value everyone in the organisation as an individual and encourage our diverse workforce to strive both to grow and to achieve their full personal potential.

A safe place to work

Our responsibility is to work with all our colleagues and partners to inspire trust, pride, motivation and job satisfaction through a working environment that is safe, productive, supportive, engaging, educational and fun.

At Lincoln & York, we are deeply proud of our record of health and safety. In the latest calendar year there has not been a single RIDDOR case (reportable incident). There has been only one reportable incident in the last two years, in the context of 38,883 total working hours.

Employee assistance programme

An independent employee assistance programme supports our people and their families with issues such as health and wellbeing information, stress, finances and legal advice.

We take our colleagues' broader wellbeing very seriously and felt we needed to offer a service that provides peace of mind, even to those who may never need it. We have therefore introduced a professional, independent and totally confidential service our colleagues can rely on if needed.

Health and wellbeing

We have strategies in place to boost the health and wellbeing of our colleagues.

This covers serious health and safety issues, but also includes simple benefits such as providing free fruit and coffee to all our staff at our home in Brigg, North Lincolnshire. People who eat fruit and vegetables as part of a well-balanced and healthy diet reduce the risk of developing a chronic illness, such as diabetes or heart disease.

Maintaining a good work-life balance helps to reduce stress and prevent employee burnout. That's why we are installing a new on-site gym, designed to help our colleagues stay in shape, all while saving some money on a gym membership. We are pleased to see that in 2020-2021, we had a sickness and absence rate of less than one per cent.



We take colleagues' broader wellbeing very seriously and promoting a positive work-life balance helps to promote resilience. While we have company HR policies in relation to wellbeing in the workplace, we have innumerable examples of treating each individual and their circumstances in a kind, pragmatic and personal way.

We actively cultivate a positive and reinforcing work culture, so it is no surprise that we boast several colleagues with over 20 years service.

We are also delighted to welcome back colleagues who have 'come home' after exploring other career options.

A fifth (20 per cent) of our workforce has been with us for more than a decade and we are delighted that this is a place people want to be, a company they respect and want to see successful for many years into the future.

Putting the fun into a workplace

One of Lincoln and York's most prized values is 'fun'. We believe that enjoying time with colleagues in a relaxed and sociable environment encourages open discussion, greater collaboration and helps develop trust amongst team members. Building strong bonds and friendships helps everyone work better together and communicate more effectively.

At Lincoln & York, we promote fun by holding colleague events throughout the year.

These include all kinds of festivities from a summer barbecue with fairground activities to lunch events with oven-fired pizzas and a free Christmas party for all employees. We find ways to bring everyone together as friends and celebrate as one team.

Financial benefits

Lincoln & York operates an employee savings club which allows colleagues to save up to £150 per month and gain a tax-free return of 10 per cent. This can be especially valuable as colleagues approach the expensive Christmas season.



The coffee community

We are committed to behaving ethically, using properly sourced sustainable resources and working with customers and suppliers to comply with good, fair-trading practices.

At Lincoln & York, we believe in ethical sourcing through sustainable relationships. We work closely with cooperatives and well-established traders to ensure - in building our business and our partners' - that we are honest, open and reliable. We ensure we deliver a sustainable product, of the right quality, at a fair price.

Supporters of World Coffee Research (WCR)

WCR's mission is to grow, protect and enhance supplies of quality coffee while improving the livelihoods of the families who produce it. They do this through projects that are designed to enhance the livelihoods of farmers at origin. This, in turn, means we can invest in these farmers and support them in their mission to produce higher quality coffee,

in the most productive and sustainable way.

WCR raises funds through partners such as Lincoln & York to invest in scientific research and the development of hybrid coffee varieties. This is with a view to ensuring the long-term economic sustainability of growers' businesses in the face of ever-tougher climate change pressures.

Beyond coffee itself, it is also about delivering solutions for diseases and pests. WCR actively researches solutions to help protect crops, increase farmer profits and grow more plants that are sustainable and less susceptible to environmental challenges, such as drought. We are proud to be the second largest contributor to the WCR in the UK.

More than contributing financially, Lincoln & York is both honoured and proud to have been invited to work collaboratively with WCR on coffee tasting, an opportunity extended to very few in this industry. It has given Lincoln & York the exciting opportunity to identify and help develop the best hybrid coffee varieties that could be more resistant to future climate change pressures.

Support directly to the farm

When Government rules allow, we travel the world to visit and meet coffee growers along our supply chain on an annual basis.

This gives us a first-hand opportunity to learn directly from farmers, to see how we can further support them and engage with their community. On each visit, Lincoln & York donates £100 for every person who visited a farm - with a minimum of £500 per farm visited - as a direct thank you to the people working the land. It is about making a positive impact for the people we care about, engaging personally with our supply chain.

Our work and presence in the Rwenzori region is an excellent example of the positive impact Lincoln & York has on

the communities we operate in. We've been sourcing top quality coffee from this region in Uganda for more than seven years now. Over that time, on average, farmers from Rwenzori earn up to 20% more for their coffee crop. Sourcing for an international partner of Lincoln & York, together, we are helping parents send their children to school and giving them the best opportunity for success in the future.

The Safi Project - inspiring a generation

Safi Coffee is a very special initiative that was founded following a school trip to Uganda in 2015.

The initiative is led by Tranby Independent School. Safi Coffee raises vital funds to educate children in Uganda and change their lives completely. It costs just £180 to fund a child to attend school for a full year. This includes accommodation, food, uniform and healthcare.

Lincoln & York is extremely proud to be the sole roaster and packager of Safi coffee which, since 2015, has played in an invaluable role in the development of coffee communities in Uganda. All profits generated from coffee sales are redirected to the communities of origin, where the money is used to pay school fees for the local children.

Safi is now a well-established social enterprise selling coffee all over the UK. We are committed, long-term, to continuing our work with Safi and to leaving a positive legacy within the communities we serve.





Going further with a new L&Y project

We're on the hunt for an innovative project and a new partner to support the underprivileged directly at origin from 2022. We are keen to focus on the education and development of young people in difficult circumstances at the very source of the coffee supply chain.

Trading fairly

Over the past three and a half years, Lincoln & York has purchased more than 4,000 tons of Fairtrade coffee. That's equivalent to over £23m worth of green coffee, generating more than £1.4m in economic value for the coffee growing communities where we operate. Over 80 per cent of our coffee is certified either Fairtrade, Organic or Rainforest Alliance.

Proud to be a
Sedex
Member

Sedex

Sedex's vision is to drive organisations globally to improve the lives of the people they impact. Lincoln & York is committed to becoming a member of this organisation in 2022.

Sedex believes every person working in the supply chain should enjoy equality, a safe place to work and the means to support themselves and their families. These supply chains must be free of bribery and corruption and must use sustainable methods that keep the environment intact for future generations. They do this by enabling responsible sourcing through collaboration and information gathering and sharing.

With simple and easy-to-use tools and services Lincoln and York will be able to demonstrate to partners our commitment to helping to protect people, the environment and businesses, by proactively identifying and managing risk.

Fully Traceable

We have a fully traceable supply chain back to the origin and the cooperative.

Lincoln & York, a global footprint

Lincoln & York in Colombia

According to the Colombian Coffee Growers Federation, coffee supports the wellbeing of over 500,000 families. This makes us extremely proud to be a part of this community. Although Colombia's coffee regions cover an area of nearly 350,000 hectares, the region offers so much more.

When we can, we like to visit the source to better understand the operation. This way, we can educate ourselves about any issues the farmers are faced with, as well as work together to improve production and sustainability. Our latest visit was particularly beneficial.



With 19 producing regions in Colombia, there is a broad diversity in flavour profiles, especially as each region has its own unique methods of harvesting, drying and processing. Considering we buy over 1,000 tons of Colombian coffee annually, the region, its farmers and their methods have become integral to our operation here in Lincolnshire.

To generate these sorts of quantities, we're fortunate that many regions we work with can sustain two harvests per year. This helps maintain consistently fresh tasting coffee all year round. To achieve this, an enormous amount of research, reflection and application is required.



Lincoln & York in Costa Rica

Costa Rican coffee is typically grown 1,200 feet above sea level, meaning this coffee is full of flavour. It is one of the only places in the world where it's a law only to grow Arabica beans - they're serious about their coffee!

Whilst the volcanic soil and high altitude account for the flavour of Costa Rican coffee, the climate also has an impact. Costa Rica tends to have one dry season and one rainy season, with temperatures remaining stable - varying about ten degrees throughout the year. High altitudes, heavy rainfall and volcanic ash soil create ideal farmland, thus affecting the aroma, acidity, body and flavour of the coffee the region produces.

The Lincoln & York team last travelled to the country's top producing coffee farms across a week-long period in 2020, just before the pandemic. We visited a total of four farms, which vary in size and output. We also took a trip to see the coffee mills (both wet and dry) along with visiting the 'Coopelibertad', a cooperative with roughly 1,000 members.

Established in 1961 and part of the Rainforest Alliance, the Coopelibertad offers support to the farms in the shape of financing, knowledge and support of farming practices.

The Coopelibertad was introduced to tackle several issues. Farmers were struggling with low prices of coffee and administration wasn't good. Subsequently, prices went down and, due to the increase in population, houses were built on old coffee farms. It became apparent that something different had to be done in the Heredia area to save and help grow coffee.

Currently, 700 associates out of 1,000 small and medium coffee producers in the Central Valley region of Costa Rica contribute to the cooperative. It has Fairtrade coffee practices, Rainforest Alliance certifications and has been awarded 'The Best of Costa Rica Fairtrade Coffees Golden Cup Award' two years running.

Lincoln & York is pleased and inspired to be a part of this amazing, historic community. We hope that long into the future we will continue to work with our supply chain in Costa Rica to deliver unique, specialist Arabica coffee.



Our certifications

At Lincoln & York, we always work to the highest possible ethical and responsible trading standards. For our partners we can supply a variety of certifications for coffee products. These certifications include:



Fairtrade

Fairtrade is a system of certification that aims to ensure a set of standards are met in the production and supply of a product or ingredient. For farmers and workers, Fairtrade means workers' rights, safer working conditions and fairer pay. For shoppers it means high quality, ethically produced products.

Fairtrade is committed to establishing a world in which all producers can enjoy secure and sustainable livelihoods, fulfil their potential and decide on their future.

The most recognised ethical mark for consumers (Allegra World Coffee Portal - Project Café UK), the Fairtrade mark means a better deal for coffee growers. Fairtrade coffee ensures the farmers who grow the beans receive a fair price and additional premium, which is invested in the community, helping improve their farming practices and protect the environment.

Fairtrade was established to encourage smallholders to come together and form democratic cooperatives, or formal organisations, which would then allow the members of a group to simulate an economy of scale, pooling their resources and information while also creating a larger market presence for their combined products.



Rainforest Alliance Certified™ (RFA)

The Rainforest Alliance works to conserve biodiversity and ensure sustainable livelihoods on coffee farms. The organisation works to promote healthy ecosystems and communities in some of the world's most vulnerable ecosystems.

RFA certification focuses on how farms are managed. It encompasses all three pillars of sustainability - social, economic and environmental; it empowers farmers with the knowledge and skills to negotiate for themselves in the global marketplace.

RFA certification and training teaches farmers, workers and their families to farm efficiently and responsibly, growing their bottom lines today and conserving the fertile soils and natural resources on which they and their children will depend in the future.



UTZ Certified

UTZ is an efficient certification and traceability programme for socially and environmentally responsible coffee production. A popular certification in Europe, UTZ certified coffee is traceable to the producer, ensuring it has been grown and harvested in a responsible manner. UTZ started as a coffee programme with the name UTZ Kapeh, meaning 'good coffee'.



Organic

These crops have been grown without the use of genetically modified organisms (GMOs), synthetic chemicals, fertilisers, antibiotics or hormones. Organic coffee has been produced using environmentally and animal-friendly farming methods, fully reflecting the importance of soil, crop fertilisation, weed control, pest control and environmental management and conservation. Consumers are assured that any detrimental effects to human health and the environment have been minimised during production.



Moving forward

We wanted to take this opportunity to thank you for being a part of Lincoln & York's 27-year history, of our evolving CSR programme and of the future we have set out to achieve.



In what's been a challenging period for all organisations in the food service sector, we've shown time and time again that through cross-company collaboration, understanding and empathy, we can support one another to ensure not only that our businesses continue to be successful, but that our people and partners are happy and that we leave a positive legacy for future generations.

This report is only the beginning of how we as a business will publicise, report on and move forward in our mission to better industry standards.

Whether through recyclable packaging or emergency relief funds, Lincoln & York is committed to continually reviewing and developing our CSR commitments. In 2023-2024, we will publish our next report to track transparently how we have performed against our stated objectives.

We want you to be a part of this journey, as we are in yours. So, we look forward to sharing with you how we as a business are progressing with our CSR programme, what new initiatives we've introduced and how you too can play a role.

Thank you.

Ross Schofield,
Commercial Director, Lincoln & York

Thank you

We want to extend the warmest
and most heartfelt thank
you to each and every one of
our suppliers, customers and
supporters around the world for
joining us on our mission.

LINCOLN & YORK
YOUR COFFEE PARTNER

Made from 100% recycled paper