

April 2022



“Acting Responsibly,  
Thinking Sustainably.”

Plaistow Broadway Filling Stations LTD  
ESG Report

# Introduction

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**“ Our vision is to provide fuel stations and convenience stores that are at the hub of our community. Our purpose is to support and surpass the demands of our customers whilst providing a range of valued products and services. ”**

Daniel Panormo – Director

At PBFS we have taken a proactive and assertive approach in our commitments to building programmatic Environmental, Social and Governance (ESG) strategies. It is important to our staff and customers that we provide an ethical workplace, reduce our carbon footprint where possible and to put our community at the heart of everything we do.

PBFS is a family run business with assets around the South of England. We have a team of 65+ employees across Head Office and our retail sites. We are working hard to provide and continuously improve working conditions to ensure every colleague feels valued and included. We encourage diverse talents as well as racial equality, age and gender to allow all at PBFS to thrive.

We understand the importance of maintaining these strategies and continue to look for new opportunities to further implement sustainable initiatives. We continuously review our current practices to ensure the company stays inline with the expectations set, including within our retail business as well as our residential and commercial lettings portfolio. We will be updating our ESG Report on an annual basis to outline any changes.





# PBFS Highlights 2020 - present

We invested in an improved loyalty card scheme offering enhanced incentives and customer led discounts. We have gained **427 new loyalty members** since 2020.



In 2022 we will be **installing solar panels** to three of our forecourts to help reduce our carbon footprint and to allow us to create our first source of reusable energy. We will save over **2700kg of CO2 per year**.



In 2020 we **banned the sale of disposable barbecues** from our stores, supporting The New Forest National Park Authority in their bid to keep the forests and landscapes safe.



## MACMILLAN CANCER SUPPORT

**Raised over £1700** for Macmillan Cancer Support to date. We now run a yearly campaign for customers and employees to participate in to support the charity.



As part of our **COVID-19 response**, we launched a home delivery service delivering to our local elderly and vulnerable customers. We delivered **over 100 shopping bags**.



**Saving c.£290pm of Food Waste** by joining the TOO GOOD TO GO app. That's equivalent to **72.5kg of CO2e** saved each month!



**Circa £500 of food donated** to local food banks & schools to **tackle food insecurity** and to **help provide Free School Meals** throughout the pandemic.



In 2020 we launched a **Staff Sponsorship Programme** to donate or sponsor staff fundraising or events. We have **donated £1300** to date.



In 2022 we will be **Introducing Teracycle** to encourage and house a place for customers to bring their recyclable materials.



# Environmental

## In-house responsibilities

### Local Suppliers

Our mission is to always support our local community, where possible. By doing so, we have introduced the sale of local suppliers, including meat, dairy and fine wine throughout our stores.

### Paperless Payroll

In 2021 we transitioned to a paperless payroll process, with an aim to extend this across our whole HR Department throughout 2022.

### Remote Meetings

We have invested in IT facilities to allow for remote meetings with consultants, suppliers and staff to reduce travel.

### Working Remotely

As part of our **COVID-19 response**, we supplied Head Office staff with resources to work from home. We continue to offer flexibility to work remotely in order to reduce travel and support family commitments.

### 50% Digital Marketing

In 2021 we removed our instore paper leaflets, saving us circa **600 sheets of A2 paper per month**. We now provide 50% of our promotions via online marketing and social media.

### 2022 Targets



To convert to **100% biodegradable or paper carrier bags** by the end of 2022



To **recycle 80% of waste** at Head office .i.e paper/ single use plastic by the end of 2022



To install automatic taps in customer/staff toilet to help reduce **water waste**

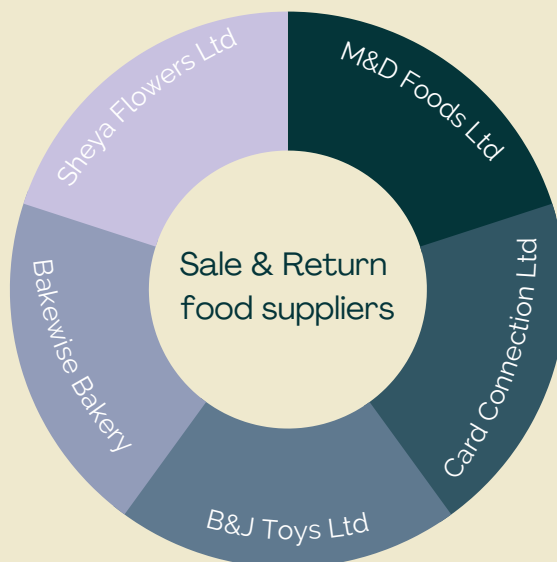


To introduce **Terracycle** at our c-stores to encourage and increase our commitments of recycling in our communities



# Environmental

## Our Fight Against Food Waste



£10

- donated per day to **Free For Meals** who provide hot meals for homeless & low income families

## FOOD TOO GOOD TO GO

In December 2021, we joined the national food waste movement app, TOO GOOD TO GO, at our largest store in Cadnam. The online app encourages new and existing customers to purchase a range of our surplus grocery items for a small fee, via the app, to ensure they do not get thrown away. The concept helps reduce our food waste whilst helping us monitor waste levels and improve our date checking policy in store. We plan to introduce this at all stores by the end of 2022.

Food Waste Saved (bags worth £10)	Kg. of CO2e saved
29	72.5
Analytics from Dec 2021	



Too Good To Go

# Environmental

## Energy Efficiency

### 2022 Targets



We aim to collate a full report to allow us to **reduce energy usage across the company by 5%** by the end of 2023.



We will have a Co2 **saving of circa 11 tonnes** in the first year of installing solar panels to three of our forecourts. We plan to **reuse 93% of the generated electricity and exporting around 7% to local electricity boards.**



We aim to install LED lighting at all retail sites as well as residential and commercial investments by 2023.



### Solar Panels

By summer 2022 we will be completing the installation of solar panels on three forecourt canopies.



### Energy Consumption Report

Our 2022 focus is to collate an Energy Consumption Report to measure, review and implement further initiatives to reduce our energy consumption.



# Social

## In-house Responsibilities

We work hard to create a workplace where every colleague enjoys working at PBFS. We understand every member of staff needs are different so we take a personal approach and adapt to situations on a case by case basis. This enables us to be transparent and ensure we do not work to a one size fits all approach.

### Real Living Wage

We believe everyone is equal at PBFS therefore by April 2022 we will be removing the pay gap between 18 - 23+ years. Rates for employees, 18 and above, will be in line with the real living wage as per the Real Living Wage Foundation.

### Religious Beliefs

We recognise all religious holidays, making reference in store and on our social media. We allow staff flexibility to take their bank holiday leave around their individual faith.

### Disability

It is crucial to us to ensure our staff are safe. In the event of an illness or disability we adapt our store procedures in line with a persons needs where possible. We aim to work with all employees to offer appropriate support and working environment. In 2021 **30% of 60 staff participated in First Aid Training**, specifying in particular relevant areas.

## Health & Wellbeing

The wellbeing of our staff is a core focus of our daily business. Since COVID-19 has dramatically impacted the way we work and live, we are working to implement further strategies to ensure the physical and mental wellbeing of our colleagues.



We work closely with members of staff with additional needs, whether temporary or permanent, and offer help and resources where needed.



PBFS are proud to support Mental Health Awareness week and will be introducing a number of planned events to encourage our employees and customers to engage in conversation and seek help or support if needed.





# Social

## Community Engagement

Over the past two years, PBFS have introduced several campaigns within their Marketing Budget dedicated to offering support to local communities, businesses and charities. We have focused on engaging with our customers by hosting in-store seasonal events, charity fundraisers, participating in local events and donating to local schools to help support them in providing educational supplies and learning resources for local children.

## 2020/21

**Raised £650 for local schools**

**Raised £550 for local charities**

**Donated £1300 to staff charity sponsorships**

**Raised £360 for Macmillan Cancer Support**

 Age UK Essex  
@AgeUKEssex

We would like to say a very big Thank You to all the staff and customers at PBFS Budgens in Stock for supporting Age UK Essex with their Mother's Day raffle! Congratulations to all the winners. ❤️

#essex #supportlocal #thankyou

## 2019/20

**Raised £1100 for Macmillan Cancer Support**

 Macmillan Coffee  
@macmillancoffee

Replying to @PBFSLtd and @macmillancancer

Wow, £740.63 is amazing! Thank you to everyone at Budgens for your support this year. Best wishes, Jamie - Coffee Morning Team





# Governance

## Company Transparency

PBFS has a strong and defined Management structure in place where company information is communicated to employees in an organised and timely manner.

## Team Building

Our aim is to introduce and encourage team building activities across the company boosting morale and confidence.



## Recruitment

Circa 50% of our vacancies are filled by internal referrals, building trusting relationships with our staff and local residents. PBFS offer promotions based on merit, as well as staff development to allow for internal progression.

