

**ATKINSONS**  
COFFEE ROASTERS

# Impact Report

2022/23

An Overview of our Environmental  
and Social journey this year.





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# Introduction

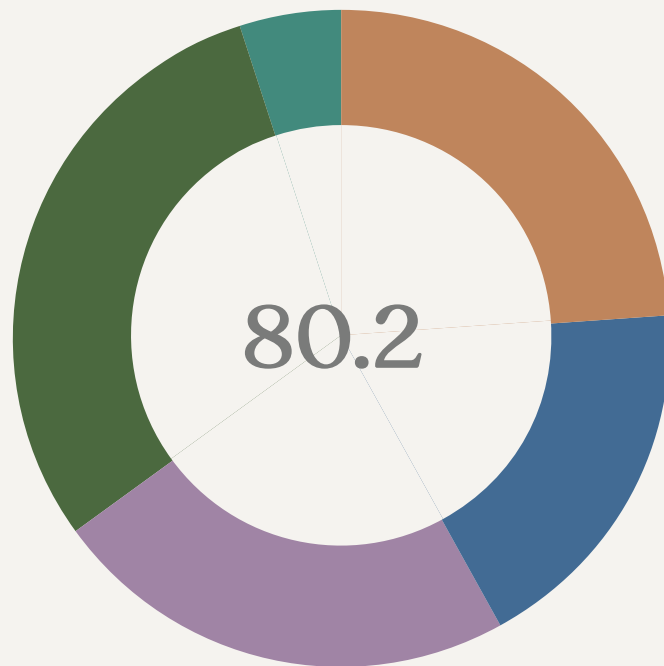
Welcome to our first ever Impact Report! This report marks our first year as a certified B Corporation verified by B Lab to meet high standards of social and environmental performance, transparency and accountability.

## Becoming a B Corp

B stands for Benefit for All. The B Global Network mobilizes the B Corp movement to change our economic system to positively impact all stakeholders — workers, communities, customers, and our planet. The B Corp certification process is rigorous, with applicants required to reach a score of 80 while providing evidence of socially and environmentally responsible practices relating to energy supplies, waste and water use, worker compensation, diversity and corporate transparency. For us this means tracking and reducing our environmental impact in our locations and along the supply chain, developing a more sustainable purchasing policy and creating a better experience for our staff and customers. To complete the certification, we legally embedded our commitment to purpose beyond profit in our company articles of association.

# Our B Corp Score

Based on the B Impact assessment, we earned an overall score of 80.2. The median score for ordinary businesses who complete the assessment is currently 50.9. This tool has helped us assess our current performance and provide a benchmark for us to build up and improve in the future. We've identified Community, Workers and Environment as key areas to work on next year.



- **Governance** **19.2**
  - Mission & Engagement 3.9
  - Mission Locked 10
  - Ethics & Transparency 5.2
- **Workers** **14.4**
  - Financial Security 3.6/17
  - Health, Wellness & Safety 3.3/10
  - Career Development 2.5/3.5
  - Career Development (Hourly) 0.8/1.5
  - Engagement & Satisfaction 1.7/5
  - Engagement & Satisfaction (Hourly) 1.8/3
- **Community** **18.4**
  - Diversity, Equity & Inclusion 5.6/10
  - Economic Impact 4.7/10
  - Civic Engagement & Giving 3.0/8
  - Supply Chain Management 1.9/12
- **Environment** **24.2**
  - Environmental Management 4.7/10
  - Air & Climate 8.1/15
  - Water 2.3/8
  - Land & Life 9.0/12
- **Customers** **3.8**
  - Customer Stewardship 3.8/5

# About this Impact Report

## Sustainable Development Goals (SDGs)

The goals set out in this report will be linked to 5 of the 17 SDGs (Sustainable Development Goals) created by the United Nations to enable meaningful business action through self assessment, benchmarking and improvement. By applying these 5 SDGs to our own business model we aim to be more transparent about the impact our business has on the people and planet in our operations along our supply chain and how we manage our progress.

### People

This includes the well-being of workers, stewardship of customers, engagement in the local community and economic impact on suppliers.

### Planet

This includes our efforts in reducing our greenhouse emissions, energy and water usage, waste to landfill and impact on biodiversity.



Contributing to help end poverty in all its forms by paying a living wage, screening for forced labour and assessing supply chain risk.



Ensure healthy lives and promote well-being for all at all ages, for employees in operations in our supply chain.



Incorporating circular economy principles, assessing supplier impact on resource consumption and reducing waste to landfill.



Employing climate risk assessments, adopting climate change governance, setting targets to reduce greenhouse emissions.



Promote sustainable use of terrestrial ecosystems and practices to prevent deforestation and sustainable farming.



## Looking Back on 2023

“The purpose of the company is to provide a sustainable platform to work towards the benefit of people and planet through and an ethical approach to achieving profit and prosperity.”

Like so many in the hospitality sector we were still feeling the effects of the global pandemic and the war in Ukraine at the beginning of the year seeing ripple effects on the world's economy with green bean prices, energy costs and labour prices soar. After reluctantly closing our beautiful Manchester café in the Mackie Mayor, as the year went on we increasingly saw the benefits of this on our bottom line. Whilst this caused negative growth for retail as a whole we saw healthy growth in our Wholesale sector and job retention rate of 90%. Then, in the last minute of the Friday afternoon before Christmas, we were thrilled to receive the email confirming that we had achieved B Corp Certification. Now the hard work begins, to keep tracking our progress and implement the continuous improvements we need with renewed enthusiasm to keep Atkinsons working as a force for good.

Ian Steel “Keeper of the Flame”

# Our Team

When we took up our custodianship at Atkinsons back in 2005 there were just two part time staff and a manager. Now there are 57 people that make up Atkinsons spread across 4 locations in Lancaster. We take pride in our team whose skills play the important final step in making each cup of our customers' coffee special. We know doing justice to the hard work our partners put in at origin requires dedication and training. That's why we're dedicated to equipping our staff with the knowledge and skills they need to make great coffee.

Creating an inclusive, supportive working environment has always been important to us, particularly as our team has grown. However we realise the importance of getting an unbiased report on our staff wellbeing and this is something we aim to work on next year. Due to the closure of one of our cafes in January last year our team shrunk but our staff retention rate still remained high at of 90%. This equates to a staff turnover rate of 10%, well below the national average for the UK hospitality industry of 37.5%.



# 90%

Staff Retention in the last year

# 1:1

Board of Directors Male/Female

# 57

Members of Staff across...

# 4

Locations

## Staff Benefits

- Our baristas are cross trained to work across all our Lancaster cafes. Wherever possible we promote internal promotions, hiring from within and provide the opportunity for staff to gain experience in different departments in wholesale, retail and our roastery.
- All our staff get free coffee in our cafes and discount on food and retail.
- Optional remote working for those employees who are able carry out their tasks at home.

## Goals for 2024

- Conduct an employee satisfaction and engagement survey and benchmark against industry standard.
- Review our Staff Benefits Package to reward staff.
- Become a Real Living Wage employer.



£1,397

Raised for Charity

60%

(Non coffee or tea) Products sourced from businesses in the North West.

## Sourcing Locally

Although our core products, coffee and tea come from all around the world we try to support local businesses where we can. Our dairy milk comes from a local farm, the majority of bakery and sandwich ingredients from local producers and our shop promotes local produce including local honey, beer, gin and chocolate.

## Local Community

Established in 1837, there are generations of customers who have supported us in our long history and so we're conscious to give back to the local community whenever we can. This involves free Coffee and Tea hampers for local charities, volunteer work, free use of facilities and cash donations.

## Lancaster University

As part of a thriving University town we offer educational volunteer work at Lancaster University Management School where Director Ian Steel is an Entrepreneur in Residence and also take part in a number of programmes including The Family Business Productivity Programme, The Lancashire Forum and The Global Eco-Innovation Forum.

## Escape 2 Make

This year we've supported local charity Escape2Make with free catering and use of our cafe space for a creative workshop to help young people in the local area escape loneliness, social media and the pressures of school.



## Goals for 2024

- Pay for at least 2% of per capita time for the majority of staff to take part in a local volunteer service.
- Incorporate a Local Purchasing Policy for each department with targets to increase purchases from local suppliers.

## Local Suppliers we Supported in 2023





# Global Community

As an independent coffee roastery we know the importance of building good working relationships within our global coffee community, looking for like minded producers who share our passion for great coffee. By committing to pay a premium for higher quality and supporting producers year on year we aim to build lasting relationships that benefit all those along the value chain.

Visiting origin whenever possible means we can see first hand the steps producers are making to improve coffee quality as well as their social and environmental impact. When talking about their coffees we always aim to be clear and transparent about the places and people we've visited so that customers understand the good work they're are doing.

Last year due to leftover effects of Covid, a lot of our producers suffered from shortages of labour and increased costs of fertiliser and shipping. Despite this our partners at origin have delivered some of the best coffees we've ever had.

## Rwanda Kinini

This year we purchased coffee for the 7th season from the Kinini washing station in Rwanda. Initially set up as a charity to help widows of the 1994 genocide, Kinini now processes coffee for 633 local farmers and in recent years have built a health care centre, roads to improve transport of coffee and a school.

When visiting back in 2018 we were able to witness first hand the important work that three full time agronomists have in educating, implementing best practices and improving quality. This extra focus on quality has resulted in the production of a natural processed coffee, a rarity for Rwandan coffee which we are happy to pay an even higher price for.

## Haraz Collective

We have also purchased coffee from the Haraz Collective in Yemen, sourced through Sheba Coffee who help producers improve quality and yield and get their coffee to market with the most value possible going back to the farmers. This work is particularly important in a Yemen which has suffered a civil war since 2014. Due to the ongoing conflict, children and families are in desperate need of food, water, sanitation and medical help. In an effort to do our small part we have donated £1 of each bag of Haraz sold to Unicef's Yemen Appeal, so far raising over £400.



## Our Buying Values

**Transparency** - Always communicate clearly with those along the supply chain, including feedback to producers to promote improvement and providing as much information as possible about the coffee we source.

**Long Term Relationships** - Develop long standing relationships with producers built on mutual trust. Wherever possible, source coffee from producers year after year committing to forward contracts with the aim of improving economic stability.

**Paying a Premium** - Seek out high quality coffees that reach a Speciality Coffee Association score of at least 84+ pay a higher price for it.

## Goals for 2024

- Continue to support more producers who are creating a positive social and environmental impact.
- Sign up to World Coffee Research helping deliver scientific, agricultural solutions to coffee producers.
- Look to provide financial support for origin-led projects in coffee producing communities.

65,838Kg

Green Coffee Purchased

\$3.21/lb

Average price we paid £7.13 per Kg

\$1.46/lb

Average Coffee Commodity price £3.21 per Kg

22

Producers we have purchased coffee from.

8

of which we have purchased coffee from for 2 years or more.



## Planet

“As a family business it’s our mentality to take the long view. For us that means doing our part to protect the environment today so that we can still be around for years to come, sourcing, roasting and serving great coffee.”



# Reduce, Re-use & Recycle

Across our roastery and cafe operations we aim to reduce unnecessary waste to landfill by re-using and recycling materials as much as possible. We've identified that our waste generated mainly consists of retail and wholesale packaging from orders sent and received, spent coffee, chaff (roasting byproduct), food waste and office and cleaning supplies.

This year we've made big steps in cutting down on waste to landfill and a big part of this has been managing our progress. By implementing an Environmental Management System, managers and staff have been trained in how to carry out tasks, track data, review if systems are working and make appropriate changes.

# 4,363

Bags recycled with Terracycle

# 6,240kg

Coffee delivered to wholesale customers in re-usable coffee tubs.

# 2,708

Retail bags or containers re-usable for retail customers.

# 100%

Coffee sacks sold or given away for free

- All our coffee and tea packaging is either recyclable or biodegradable. However our coffee bags are not recyclable locally so this year we offered a collection service for wholesale and retail customers in our shop with Terracycle.
- We continued to use our Re-usable Tub program for wholesale customers on local deliveries and offered this to new customers wherever possible.
- In our shop we incentivised the re-use of containers or bags when buying coffee or tea by offering 20p off each refill. We also offered a discount with drinks ordered in reusable takeaway cups in our cafes.
- We continued to give coffee sacks out for free in our shop and for 50p online for customers to repurpose.
- We re-purposed label backing for packing filler in online and wholesale orders. All cardboard boxes were recycled with the council and we re-used old boxes wherever possible.
- We use “Fill” cleaning products, buying in large containers and refilling hand wash and washing up dispensers.
- We recently implemented a food collection service with Wastemanaged who take all our food waste, used coffee grounds and some chaff to an anaerobic digester where it is turned into gas used for power for the National Grid.



## Environmentally Preferred Purchasing (EPP):

Our Environmental Purchasing Policy helps staff to source from suppliers whose processes and materials have a minimal environmental impact and instructs on the disposal of ink cartridges, batteries, and computer parts in a responsible way.

## Goals for 2024

- Although our packaging is technically recyclable we realise that for a lot of our customers this is not easy as many councils do not recycle this type of material. To reduce the potential for these bags ending up in landfill we will look to introduce more easily recyclable packaging.
- Introduce the use of reusable containers for our internal cafe locations, and trays for products other than coffee in wholesale orders.
- Re-purpose or recycle Grainpro bags that line coffee sacks.





# Climate Change

In recent years we have seen the damaging effects climate change has had on the coffee industry both along the supply chain and in our operations. Rising temperatures have forced producers to grow coffee at higher altitudes and erratic changes in weather have affected yield and impacted livelihoods. Due to this we're committed to paying a premium to farmers who implement sustainable practices and communicate their efforts clearly in our marketing.

In our own operations we are keen to do our part in helping tackle climate change by reducing our water and energy usage and greenhouse gas emissions. This involves lots of small changes that help us see reductions in monthly water, electricity and gas usage and yearly GHG audit carried out by the East Lancashire Chamber of Low Carbon.

# 15.44

## **Scope 1 Greenhouse Gas Emissions**

(metric tonnes of CO2 equivalent)

This includes direct emissions from onsite energy usage and company vehicles.

# 15.44

## **Scope 2 Greenhouse Gas Emissions**

(metric tonnes of CO2 equivalent)

This includes indirect emissions from the generation of energy used by the company.

# 8.16

## **Scope 3 Greenhouse Gas Emissions**

(metric tonnes of CO2 equivalent)

This includes indirect emissions from energy generated in our water supply treatment and employee business travel and commuting.

## **Lancaster Operations**

- We continue to roast coffee on our Loring Smartroast which is up to 80% more energy efficient compared to other equivalent roasters. This roaster uses a single burner to roast coffee and incinerate particulates, reducing emissions and cutting energy usage.
- When upgrading equipment we have chosen more energy efficient options, like the Victoria Arduino Eagle One, showed to have 23% less environmental impact compared to similar machines.
- To reduce water usage we have reduced purge volume on espresso machines and replaced one new lower water usage dishwasher.
- Flexible remote working for office staff helps reduce energy use in office space
- All lightbulbs have been changed to LEDs and time sensors installed where possible.

## Goals for 2024

- Introduce an option for low emission courier service for wholesale and retail orders.
- Improve the accuracy of our Scope 3 reporting to get a more accurate picture of our carbon footprint.
- Develop a more comprehensive EMS (Environmental Management System) to help Directors, Managers and all staff take the right decisions, get better reporting and implement changes to reduce our carbon footprint.

## Climate Change in our Supply Chain

As well as social initiatives we also encourage environmentally positive practices that our producers put in place. In all our marketing materials we communicate sustainable farming practices that farmers implement to promote biodiversity. Wherever possible we aim to buy coffee on forward contracts from producers who help preserve wildlife, conserve water usage, and reverse land degradation. Below are just a few of the producers doing great things that we're proud to work with.



Octaviano Ribeiro Ceglia  
Fazenda São Francisco



Jaqueline Turner  
Rwanda Kinini



Rigo Herrera  
Café Granja La Esperanza

**ATKINSONS**  
COFFEE ROASTERS

**Thank You!**

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