

Impact Report

2023/24





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Certified



Corporation

Introduction

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

In this report we will outline some of the progress we have made in 2023/24 and look at some of our plans to improve in the future.



Looking Back on 2024

Like for so many businesses in the coffee industry, 2024 proved a challenging year as we felt the effects of high coffee prices and increased labour and energy costs. Despite this we are happy to report another profitable year and are proud of our amazing team for pulling together.

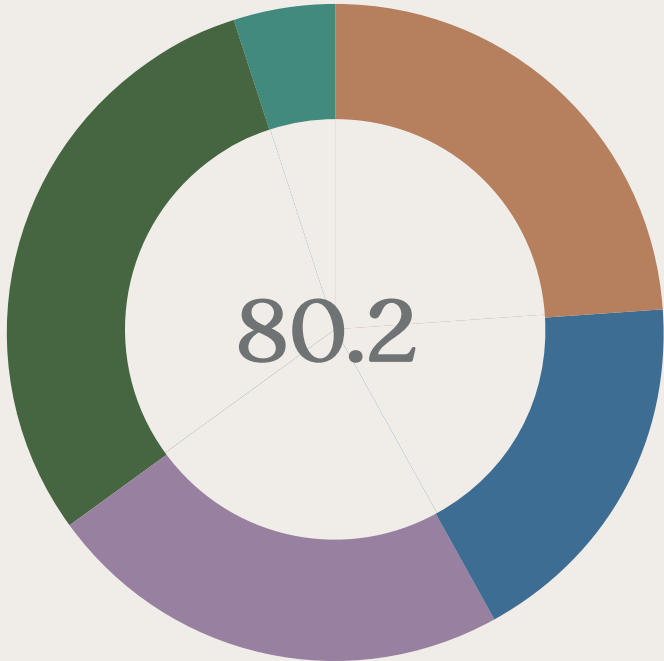
Having closed our Manchester cafe the year before, 2024 became another eventful year when, after months of negotiating, we became successful in purchasing the Upper and Lower Priory Hall. This was a landmark moment as it meant we could secure our future in this iconic building on which our business now relies for our cafe, offices, wholesale and roastery operations. In the Upper Hall we have now begun work to restore this Art Deco building to its former glory as a multi purpose venue and community hub, developed with the most sustainable building innovations possible.

Investing in our social and environmental projects can be difficult at times, but we are still happy with the progress we have made. We kept our staff retention above the national average, introduced an Employee Assistance Programme, signed up to World Coffee Research, recycled a record number of used coffee bags and improved the accuracy of our carbon footprint reporting. This report goes into more detail on the steps we have made and our plans for the future.

Ian Steel "Keeper of the Flame"

Our B Corp Score

Based on the B Impact assessment, we earned an overall score of 80.2 when we were assessed at the end of 2023. 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 on and improve in the future. We aim to improve our score on our next assessment having identified Community, Workers and Environment as key areas to work on.



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	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
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Our Team

This year we managed to keep a high retention rate of 91.3%. Currently Atkinsons is made up of 42 people spread across 4 locations in Lancaster.

Having felt the effects of the pandemic and the cost of living crisis in recent years we know the importance of helping our staff where we can. That's why this year, we signed up to "Health Assured" Employee Assistance Programme, providing support with mental, physical and financial well-being. Creating an inclusive, supportive work environment has always been important to us however, and we realise that there is still more we can do. This year we will continue to make changes to make sure Atkinsons is still a rewarding, enjoyable place to work.



91.3%

Staff Retention in the last year

1:1

Board of Directors Male/Female

42

Members of Staff across...

4

Locations

What we did in 2024

- We reviewed our Staff Benefits Package and signed up to an Employee Assistance Programme to help staff with issues around stress, anxiety and depression. Our EAP offers services such as;
- Life Support - Providing access to counselling for emotional problems.
- Legal Information - For issues that cause stress around debt management, consumer, property or neighbour disputes.
- Bereavement Support - Offering qualified counsellors to help with grief, plus legal advisors.
- Medical information - Qualified nurses are on hand to offer support on a range of medical or health related issues.
- We have continued to cross-train and promote career advancements by posting job openings internally first and provided management training for non managers.

Looking ahead

- Conduct an employee satisfaction and engagement survey and benchmark against industry standard.
- Enhance benefits package to increase leave entitlement for staff.

Local Community

Thousands of customers have supported us in our long history 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.



£1,476

Raised for Charity

Upper Priory Hall

This year we made the big step to purchase the building which houses our Hall cafe, wholesale operation, offices and bakery to help secure a more stable future for the business. Originally built as a parish hall we purchased the building from the Trustees of Lancaster Priory. As part of the purchase we decided to make an additional donation of £2500 each year to the Trustees of Lancaster Priory for 5 years.

Local Sourcing

We believe in supporting local business and always aim to seek out the best producers on our doorstep. This includes food ingredients in our cafes and products from local producers in our shop like, beer, gin, chocolate and honey (a local Atkinsons supplier since 1964).



Global Community

Coffee makes up the vast majority of our total purchases, produced in countries where the price that farmers can demand is low and sometimes even below the cost of production. Drastic fluctuations in the C price (the global benchmark for the price of green coffee) are becoming more common due to extreme weather conditions and geopolitical factors affecting the supply and demand of coffee. These fluctuations make it increasingly more difficult for farmers to plan financially and reinvest.

Whilst on trips to origin we've seen some of the struggles farmers face. In an attempt to help, we source coffee from Co-ops or washing stations who provide financial, social or agronomy support to farmers who need it and wherever possible, buy from producers year after year to help provide some financial stability.

However we realise there is a lot more we can do. Next year we aim to provide even clearer information about the prices farmers receive and aim to publish a farm gate price for coffee bought.

Sao Francisco

“Turning Cows into Coffee.”

2024 marked the 6th year we purchased coffee from São Francisco farm in Mantiqueira de Minas Brazil. This family run farm is located at high altitudes in a region which had previously been known for cattle ranching. When Octavio's grandfather realised the land's potential he made the switch to coffee farming with inter-planted shade trees, consequently creating a much richer, bio-diverse environment. This can be seen as an antidote to the practice of tree-felling for lumber that is going on in the rainforests of Amazonia.

The farm is run by his wife and son and a team of 12 full time staff who have access to health-care and education.





World Coffee Research

“Grow, protect and enhance supplies of quality coffee while improving the livelihoods of the families who produce it.”

This year we signed up to World Coffee Research, a charity working on coffee plant DNA to protect coffee supplies against climate change. WRC collaborate to align their research with market demand, developing disease resistant coffees and improving coffee quality, training farmers and nurseries.

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 to customers 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 80+ pay a higher price for it.

Looking Ahead

Develop a comprehensive Supplier Code of Conduct to provide better transparency and ensure suppliers are operating in a socially and environmentally responsible way.

58,048Kg

Green Coffee Purchased

\$3.42/lb

Average price we paid £7.54 per Kg

\$2.35/lb

Average Coffee Commodity price £4.24 per Kg

24

Producers we have purchased coffee from.

9

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.”



Circular Economy

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

In 2024 we managed to increase the number of coffee bags recycled with Terracycle and re-used bags or containers used in the shop, preventing a total of 9,900 going to landfill. In 2025 we will be looking at more ways to re-use, recycle and reduce, especially in our retail, roastery and wholesale operations.

5,500

Bags recycled with Terracycle

3,720kg

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

3,600

Retail bags or containers re-usable for retail customers.

100%

Coffee sacks sold or given away for free

What we did in 2024

In 2024 we continued to recycle customers' used bags with Terracycle and saw an increase from 3,900 to 5,500 recycled bags.

As well as our Re-usable Tub programme we also started using reusable crates to help cut down on cardboard boxes as well as bags used.

We continued to give coffee sacks out for free in our shop and also partnered with a local illustrator to create bags and cushions out of our sacks, the proceeds of which were donated to Defying Dementia.

Looking Ahead

We will be launching our brand new packaging at the beginning of 2025. This will be made of one piece of LDPE plastic, making it more widely recyclable for curbside collection and drop off points around the UK, benefitting our online customers nationally. This particular material is made from 85% post consumer recycled material meaning it has a much lower carbon footprint compared to virgin LDPE.

We will look for ways to recycle our Grainpro bags that line coffee sacks.



Climate Change

We can see the damaging effects climate change has had not just at home but for our producers at origin. Unpredictable weather results in poor crops and shortages in supply. For us this means high coffee prices and uncertainty for farmers. That's why we're committed to doing our part to reduce our carbon footprint both in our own operations and along our supply chain.

Each year we track our scope 1, 2 and 3 greenhouse gas emissions audited by East Lancashire Chamber Low Carbon. This helps us understand how our carbon emissions are produced and what we can do to reduce them.

Since our last report we have broadened the scope of our reporting to try and give a truer representation of our carbon footprint. This involved digging deeper into detail around our Scope 3 emissions including transportation, purchasing and waste disposal. Consequently, this drastically increased the figure for our carbon footprint which shows that coffee is by far the largest component of emissions produced followed by tea. Though the figure is higher we think it is important to go this extra mile to be as transparent as possible and understand what we can do to reduce our emissions.

2.26

Scope 1 Greenhouse Gas Emissions

(metric tonnes of CO₂ equivalent)

This includes direct emissions from onsite energy usage.

14.6

Scope 2 Greenhouse Gas Emissions

(metric tonnes of CO₂ equivalent)

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

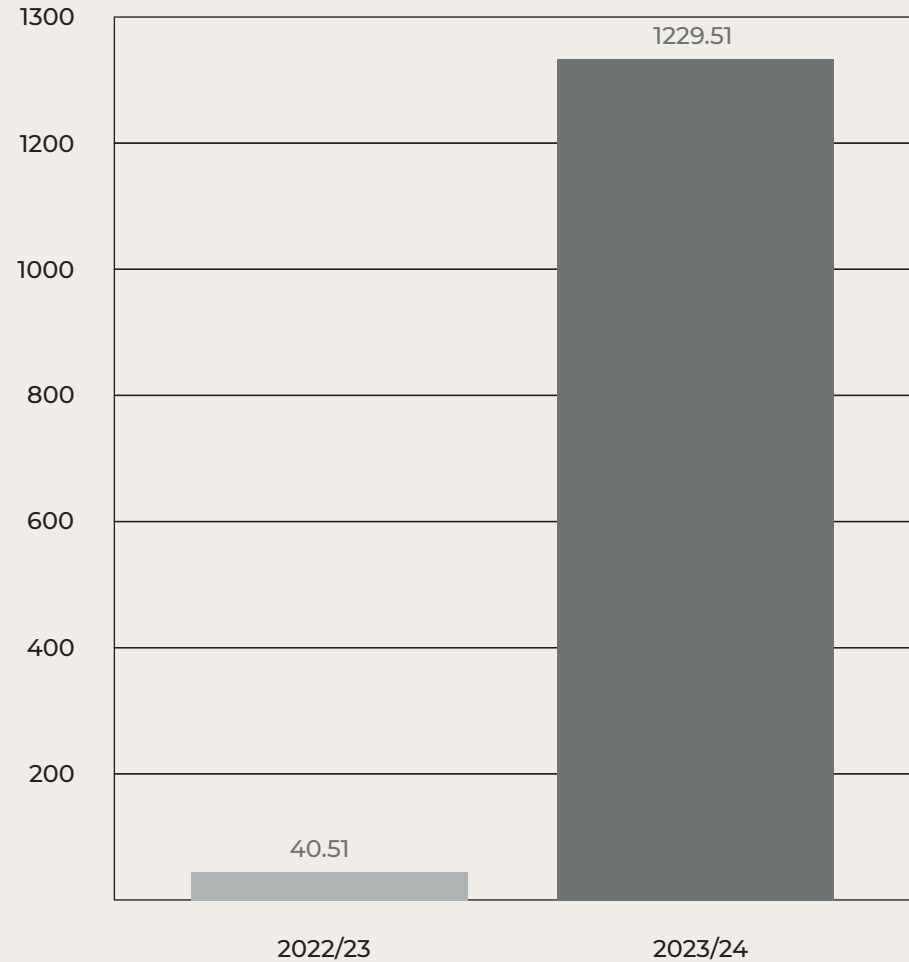
1212.63

Scope 3 Greenhouse Gas Emissions

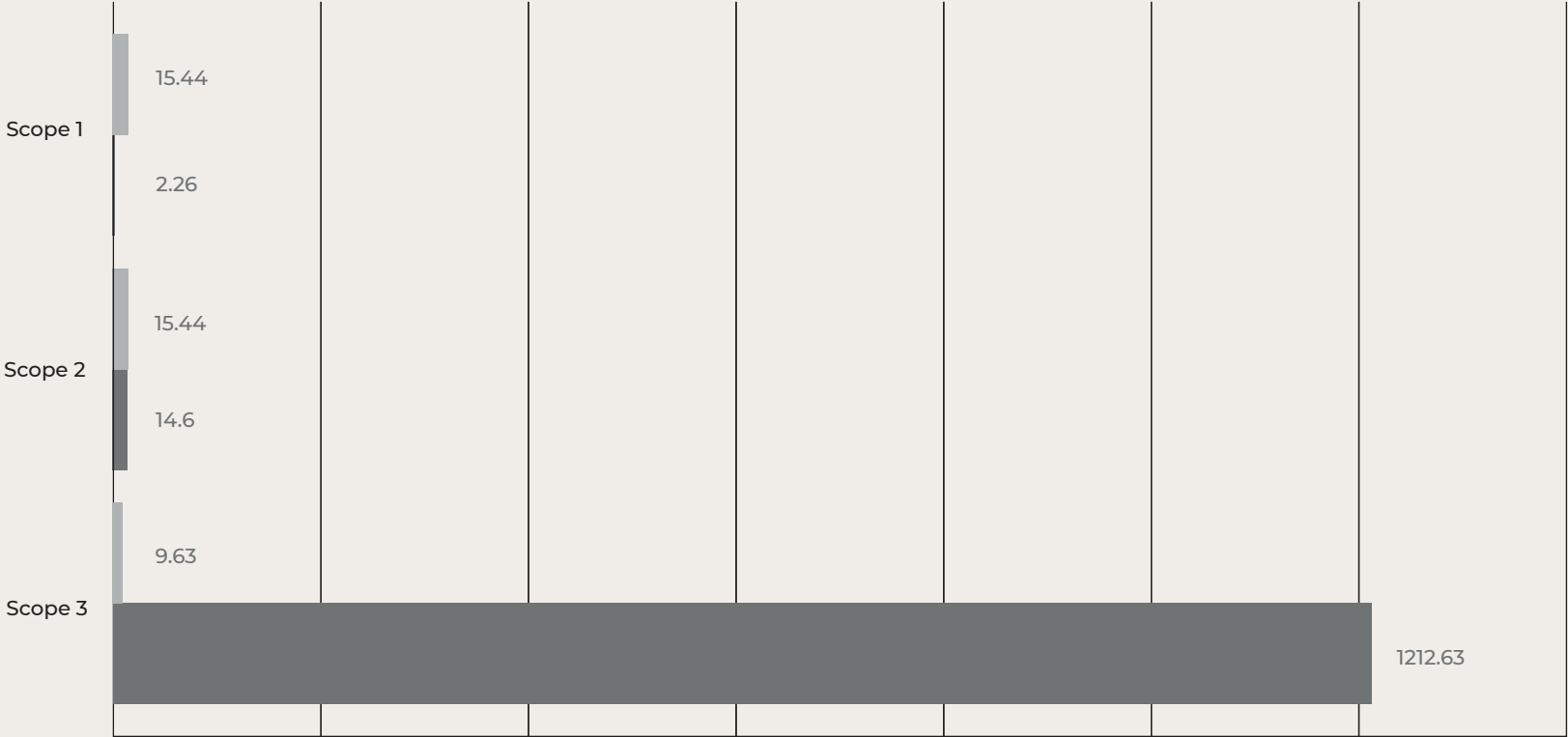
(metric tonnes of CO₂ equivalent)

This includes indirect emissions from energy generated in our water supply, business travel, purchased goods and transportation.

Total GHG Emissions in Tonnes CO₂e

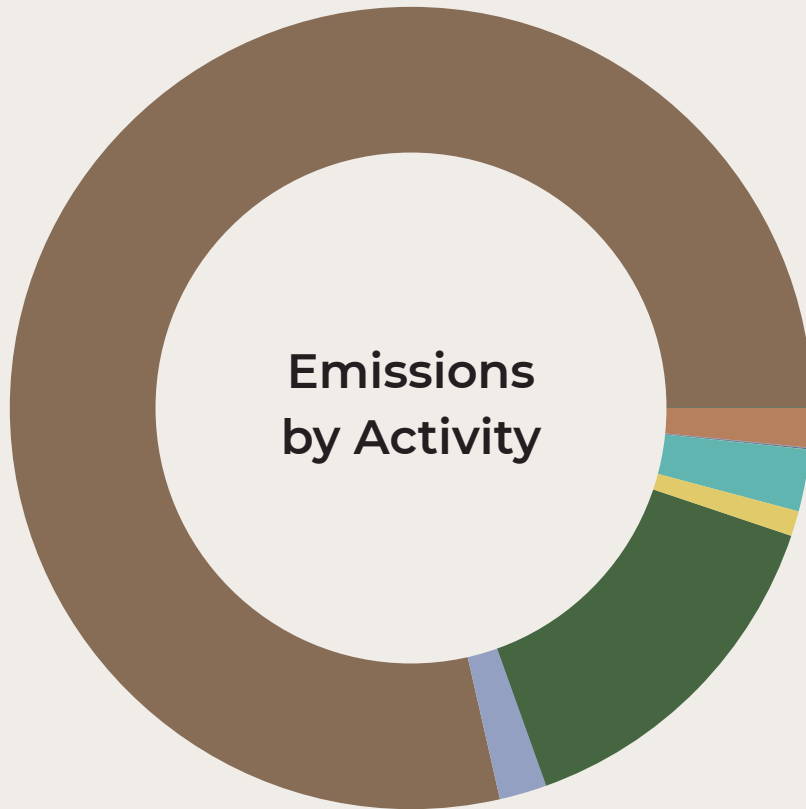


GHG Emissions in Tonnes CO₂e by Scope



22/23 23/24

2023/24 showed significantly higher scope 3 emissions because it was the first year we started to measure GHG emissions produced from purchases such as coffee, tea and milk as well as transport of products upstream and downstream, staff commute and waste disposal.



Coffee	78.56%	Business Travel	0.01%
Gas	0.07%	Deliveries	2.49%
Electricity	1.58%	Staff Commute	1.01%
Waste Disposal	0.03%	Tea Purchased	14.39%
Water	0.04%	Milk Purchased	1.28%

Benchmarking and Intensity Metrics

This year we also chose to utilise an intensity metric that will support comparison to the baseline emissions in future years and will hopefully also seek to measure emissions against peers for transparency. The chosen intensity measurement ratios are total gross emissions in metric tonnes CO₂e per employee and per £1m turnover.

Year	2024
Total Tonnes CO ₂ e	1229.51
Intensity metric	
Tonnes CO ₂ e per Employee	29.27
Intensity metric	
Tonnes CO ₂ e per £1m Turnover	558.87

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.
- In an attempt to gain a truer picture of our Scope 3 emissions we gained a more accurate record for carbon emissions.
- We continue to recycle all our coffee sacks and provide a collection service for customers to recycle their coffee and tea bags.
- We switched all our Decaf coffees to EA sugar-cane process, a decaffeination method which is carried out in Colombia, the same country the coffee is grown in, helping reduce food miles for this coffee.

Goals for the future

- Review the current thermostat settings and look to turn them down at least one degree Celsius and educate staff.
- Consider route planning and ensuring vehicles are full prior to delivery.
- Switch to an EV/hybrid van for local delivery runs.
- Explore installation of passive infrared sensors connected to lighting systems to ensure that they are on only when needed.
- Consider sensor taps or push taps and dual flush systems when upgrading the toilet facilities.
- Develop our EMS (Environmental Management System) to help us set achievable goals and help everyone from directors, managers and baristas to work towards reducing our carbon footprint. This includes top up training around energy efficiency and carbon management.
- Consider developing a company-wide Sustainable Procurement Policy taking source location and transportation routes into account.

ATKINSONS

COFFEE ROASTERS

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