

GÜ

*Sustainability
Report 2023*

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Welcome to our first report

This is Gü Indulgent Foods’ first Sustainability report for the year 2023, outlining our commitment to sustainability.

This marks an important step in our journey towards transparency and more responsible business practices.

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LETTER FROM PETE UTTING - CEO

I am pleased to present the first ever Sustainability report for Gü Indulgent Foods.

While we have always embraced environmental, social, and governance (ESG) principles, over the past few years, we have put more focus into sustainability. This commitment is evident in our strategic move to appoint a new role as Head of Sustainability and the development of this report to share our important steps towards tangible and sustainable change.

As a market-leading chilled desserts brand, our long-term strategic plan is to broaden the brand in the UK market while exploring opportunities to expand globally. We remain committed to delivering exceptional products and experiences to an ever-widening audience, underpinned by excellence in quality, innovation, execution, and sustainability.

Throughout the year, our focus centered around three pillars:

People, Planet, and Climate Action.

We prioritised the well-being of our people in 2023, recognising that our collective success is inseparable from the dedication and passion of our employees. Expanding our focus on creating

an inclusive workplace, we implemented diversity, equity, and inclusion (DE&I) initiatives to help create a workplace where every individual feels valued, respected, and empowered.

Simultaneously, with heightened awareness of our role in preserving the environment, we concentrated our efforts on understanding our carbon footprint with the aim of creating long-term strategies to reduce our impact.

In this report, we will delve into the key accomplishments, challenges, and strategies that have shaped our ESG journey in 2023. We will provide transparent insights into our progress, sharing both successes and areas where there is room for improvement. By embracing transparency and accountability, we aim to demonstrate the sincerity of our commitment to sustainable practices and responsible governance.



Pete Utting
Chief Executive Officer



“Sustainability is now a core consideration in everything we do.”

-Pete Utting

2023 HIGHLIGHTS



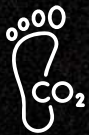
Over 80 million ramekins sold around the world



Became a zero waste to landfill manufacturing site



Round table on sustainable palm oil (RSPO) certified for 100% segregated palm oil



Calculated our full carbon footprint (scope 1, 2 and 3)



Introduced yearly diversity, equity & inclusion awareness training



100% of our electricity consumption now originates from renewable sources



100% certified responsibly sourced paperboard



Introduced a paid volunteering day for all employees



Over 56,400 ramekins donated to charity

WHO WE ARE



For over 20 years, Gü has been on a mission to create the world's most irresistible treats, providing a unique experience of multi-layered indulgence in our iconic glass ramekins. Our commitment to innovation is embedded in everything we do, allowing us to create restaurant-quality desserts that can be enjoyed in the comfort of your own home.

We meticulously select the finest ingredients from around the world, each arriving at Bishop's Stortford. Here, our head chef skillfully develops new recipes, which are then scaled up in our factory. Our focus is on flavour and indulgence, ensuring that every spoonful of dessert unveils a symphony of textures and tastes, creating a truly one-of-a-kind treat.



Our Markets

- UK
- Ireland
- France
- Germany
- Austria
- Netherlands
- Spain
- USA
- Canada

OUR COMMITMENT TO SUSTAINABILITY

Introducing our 3 pillars

2023 marked a significant milestone as we introduced our first ESG Strategy and established our foundational baseline. A full materiality assessment formed the basis of our approach to sustainability ensuring that we focus on our most significant impacts, addressing our most important issues. This allowed us to create and embed short, medium and long term goals linked to our risks and opportunities which align with the [UN's Sustainable Development Goals \(SDGs\)](#).

This strategic move is centered on three fundamental pillars—**People**, **Planet**, and **Climate Action**.

People



01



Diversity, equity and Inclusion

02



Community engagement

03



Food distribution

Planet



01



Sourcing practices & ingredients

02



Sustainable packaging

03



Waste reduction

Climate Action



01



Reducing our operational emissions

02



Reducing the emissions of our glass ramekins

03



Reducing the emissions through suppliers and logistics

SUSTAINABILITY PRIORITIES

People 

Planet 

Climate Action 

<p>2023 achievements</p>	<p>Created our DE&I strategy & performed our first gender pay gap assessment</p>	<p>Became a zero waste to landfill site</p>	<p>Calculated our full carbon footprint (scope 1, 2 and 3)</p>
<p>2024 goals</p>	<p>Embed our volunteering day & identify a charity partner</p>	<p>Create sustainable packaging strategy</p>	<p>Create carbon reduction strategy aligned with SBTi</p>
<p>Long-term goals</p>	<p>B-Corp certified site</p>	<p>100% sustainably sourced ingredients</p>	<p>Net zero</p>

Güü

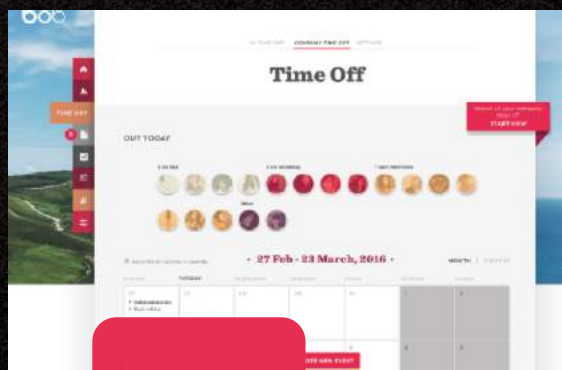
People

OUR PEOPLE

Our aim is to build an inclusive culture for business growth.

Where our employees feel valued, challenged and able to bring their best selves to work. Each year we survey our employees to uncover actionable insights into how we can improve our Company culture. This year we had a 92% completion rate across the whole company and scored 66%.

We're delighted to retain our Great Place To Work certified status this year. Each year, we work on an action plan to ensure continuous improvement in our company culture, focusing on areas such as creating a fun work environment and enhancing our employee perks.



This year, we invested in bob, an HR platform that makes tasks like booking and tracking holiday for our employees easy and improves communication across our business for a more connected work experience.

Our Employee Perks

- Cost of living bonus for year 2023
- Flexi-location week
- Holiday Purchase scheme
- New parental leave policy with enhanced primary caregiver leave
- Cycle to work scheme
- Electric car scheme
- Perkbox
- Paid volunteering day
- Free Gü



THE GÜ WAY

We've recently introduced a set of core values, 'The Gü way,' that not only define our identity as a business but also serve as guiding principles for our operations. They were established through workshops involving our own employees to ensure they truly reflect our organisation. They encapsulate what we stand for and provide a framework that influences every aspect of our conduct and decision-making.



PACE framework



PIONEERING

We're not afraid to try something new. In fact, we positively encourage it. If it's new, it's Gü.



ACCOUNTABLE

Our goals are clear and we're all responsible for delivering them.



CONSIDERATE

We're passionate about treating our people, planet and product in a positive way.



ENERGETIC

We channel the energy and excitement of cooking up the next Gü sensation into every part of our business.

OUR EMPLOYEES

In 2023, we initiated our first-ever measurement of the gender pay gap.

The UK government mandated that private sector entities employing 250 or more individuals disclose this information publicly. Despite comprising of only 230 employees, falling slightly below the legal requirement, we have chosen to use this data as our baseline allowing us to track our gender pay over time.

Key metric

We take immense pride in achieving 50% female leadership within our organisation, a testament to our commitment to promoting gender equality.

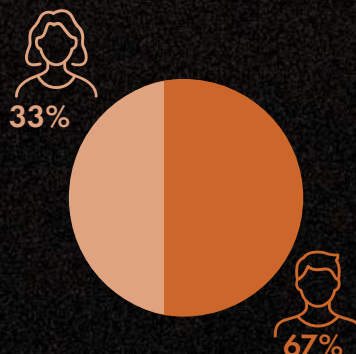
50% of our Senior Leadership Team are female.

50% of our Executive team are female.

Our population

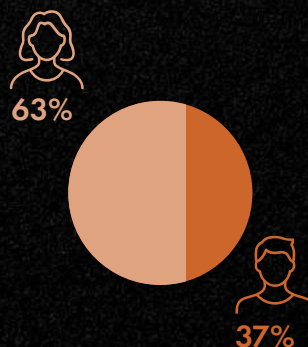
Our Manufacturing Site

Total Employees - 180



Our Head Office

Total Employees - 50



Our mean gender pay gap is -4.8%, signifying that, on average, hourly pay for women is 4.8% higher than the hourly pay for men within our organisation. Additionally, our median Gender Pay Gap stands at 34.8%, indicating that the hourly pay for the median woman is 34.8% higher than the hourly pay for the median man at our organisation.

In response to the challenges presented by the current economic environment, we were pleased to have provided our employees with three cost-of-living bonuses throughout the year. This gesture reaffirms our commitment to supporting our team members during these uncertain times. Which is why during the relevant period 86% of men received a bonus and 80% of women received a bonus.

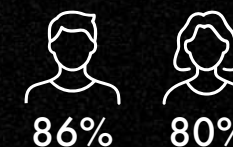
PAY DATA

MEAN	MEDIAN
-4.8%	-34.8%

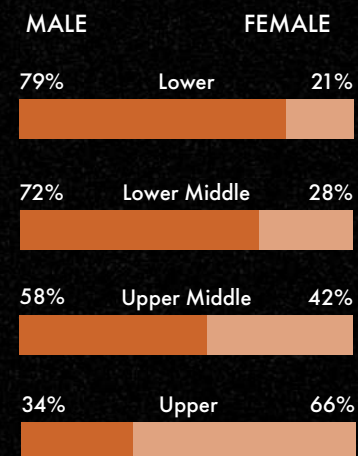
BONUS DATA

MEAN	MEDIAN
40.6%	0%

Proportion of employees receiving bonus



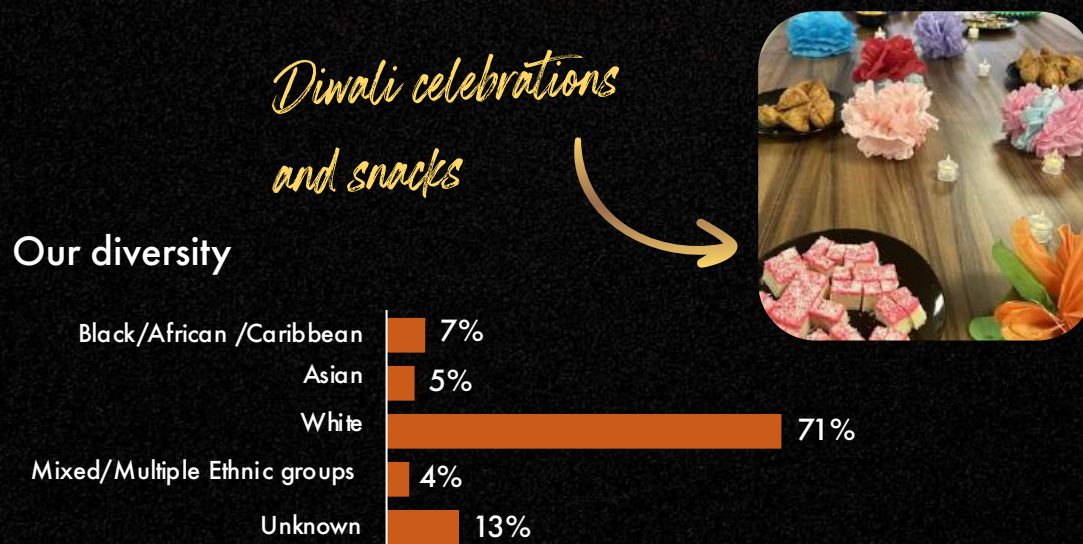
PAY QUARTILES



DIVERSITY, EQUITY & INCLUSION

We believe that a diverse workforce leads to an organisation that is more innovative, more creative and gets better results.

Which is why ensuring a bias-free inclusive work environment with equal opportunities is of great importance for us. As part of this initiative, we've trained our entire workforce on Diversity, Equity, and Inclusion awareness – ensuring we're cultivating a more inclusive and equitable workplace environment for everyone.



Diversity, equity and inclusion committee

Our DE&I committee was established this year with the purpose of fostering an inclusive environment where diverse experiences, expertise and perspectives are truly valued. Guided by our Executive team sponsor, Chief Financial Officer, Dharminder Dosanjh, the committee plays a vital role in advocating, educating, and celebrating diversity throughout the entire organisation. By circulating information, organising impactful events and championing inclusive policies, the committee ensures that every voice is heard.



Pride Quiz



Mental Health First aiders



Acknowledging the crucial importance of mental health, we've taken a proactive step to create a supportive atmosphere through the appointment of 15 dedicated Mental Health First Aiders. These employees are trained on how to spot the early signs and symptoms of mental ill health and how to start a supportive conversation with a colleague. With this, we aim to reduce stigma of mental health, offer a confidential space for employees to share their concerns with the ability to connect them with appropriate resources.

SUPPORTING OUR COMMUNITY

We're proud to be situated in Bishop's Stortford and Shepherds Bush and know our employees share our desire to give back to the community.

That's why we are excited to announce the recent launch of our company-wide volunteering day initiative. This program allows every employee to dedicate a paid day to contribute to a local cause they are passionate about. Although it's a recent launch, we look forward to sharing updates next year on the impactful ways our employees have chosen to spend their volunteer day, further strengthening our ties with the community.



Three Peaks Challenge

In September, six members of the Gü team took on the National Three Peaks Challenge, organised by our parent company, Exponent. The challenge involved climbing the three highest peaks of Scotland, England, and Wales within 24 hours, covering 23 miles (37km) and ascending 3,064 meters. Through this initiative they raised £2,874 for their chosen charity, The Trussell Trust. The entire initiative raised over £90,000 across a number of Exponent's portfolios.

Grocery Aid



Grocery Aid is a charity offering support, emotionally, practically and financially to individuals in the grocery industry. We organised fundraising events, raising over £800, and implemented awareness sessions across our business to ensure that everyone is well-informed about the charity and knows who to contact for assistance with any issues related to its cause.



Friendship Industries Inc.



For our expansion into America, we are proud to partner with Friendship Industries to support our packaging requirements. This non-profit organisation provides work opportunities and on-the-job training for individuals with disabilities and other barriers to employment.



Aliet Green



We partner with Aliet Green to source our ginger sugar. Based in Indonesia, they not only prioritise organic and fair trade practices but also aim to empower small family holders, female, and disabled agroforestry farmers as well enhancing the wellbeing of indigenous communities. Reflecting our shared values for supporting communities and ethical sourcing.



FOOD DISTRIBUTION

As a food company, we understand the vital role we play when it comes to providing food for our community.

With this responsibility, we are committed to not only creating delicious desserts but to also in ensuring we distribute them to those in need. Through partnerships and initiatives, we strive to contribute to individuals who face food insecurity. We have established a dedicated food collection area on site where employees can bring food in for the local food bank in Bishop's Stortford. Additionally, we actively support local schools, by donating products. These efforts are part of our ongoing commitment to making positive contributions to our local community.



FareShare



FareShare is a charity dedicated to addressing food waste and hunger by redistributing surplus food to those in need. However, in response to the increased challenges posed by the cost of living crisis, we recognised the urgency to do more. Through our ongoing collaboration with FareShare, we increased our contribution to their mission, ensuring that these provisions reach and support vulnerable communities in these challenging times.

This year we've proudly donated 56,400 ramekins which have been distributed to over 200 charities across the UK.



56,400
ramekins donated
to charity

Güü

Planet

SOURCING PRACTICES

The complex nature of global supply chains in the food industry poses risks to the environment, human rights, and animal welfare.

We work with over 40 suppliers and use over 100 ingredients to develop our desserts. This year we conducted thorough self-audit questionnaires with all our suppliers, assessing their environmental, social, and governance practices to ensure compliance with legal requirements and to gain insights into their policies and procedures. This was the first step to ensure that our suppliers aligned to our values and laid the foundation for our Sustainable Sourcing Strategy. Through this process, we categorised our entire ingredient range into high, medium, and low-risk tiers, addressing both environmental and ethical considerations.

While sustainable sourcing is a key focus, our ability to achieve it is intrinsically tied to collaborative partnerships with our suppliers. We actively engage with our suppliers, gathering information about their sustainability agendas, sharing our progress, and visiting their sites to gain a deeper understanding of how they handle and source their ingredients. Our long-term vision involves achieving 100% sustainably sourced ingredients by 2030, either through specific certifications or, in cases where no certification exists, by conducting our own on-site audits to uphold due diligence



100%

of our suppliers will be
ESG audited by 2024



100%

sustainably sourced
ingredients by 2030

*More on sourcing practices
on the next page*



SOURCING PRACTICES

We place a strong emphasis on animal welfare in our supply chain and expect our supplier to adhere to the highest standards of care and treatment of animals.

We support safe and responsible sourcing, which includes traceability, animal welfare, as well as environmental and ethical concern. Suppliers must provide living conditions that are conducive to the health and well-being of the animals, including appropriate shelter, space, and access to clean water and nutritious feed, ensuring our supply chain remains cage free for all livestock.



Chocolate

In light of the substantial challenges confronting the cocoa and chocolate industry in protecting the forests and addressing the risks linked to modern slavery, we ensure we only purchase from transparent partners who are actively working to address these challenges, striving for long-term and systematic changes that contribute to a more sustainable cocoa supply chain.



Palm Oil

Recognising the environmental and social challenges associated with palm oil, we have identified it as a high-risk ingredient. Consequently, this year, we have taken a significant step by becoming a member of the Roundtable on Sustainable Palm Oil certification (RSPO). This commitment signifies that we now exclusively procure 100% Segregated Sustainable Palm Oil for all our products ensuring supporting sustainable practices in our supply chain.



OUR PACKAGING

We're big believers in sustainable packaging and want to move towards a circular economy.

That's why we've set two important goals to achieve by 2025:



100%

recyclable packaging



100%

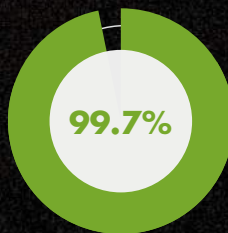
of packaging will contain recycled or sustainably certified material

We believe that by striving towards these goals, we can encourage materials to be kept in circulation through reuse and recycling, helping to reduce waste and the need for regeneration of virgin materials.

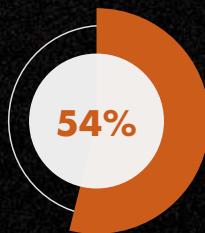
Our key packaging stats:



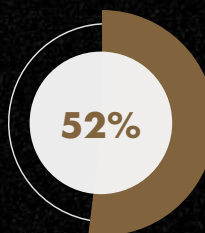
responsibly sourced paperboard



of our packaging range by weight is recyclable



recycled glass content in our ramekins



of our packaging contains recycled content



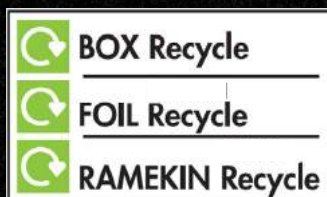
OUR PACKAGING AND RECYCLABILITY



We recognise that recycling can be confusing at times, so we're taking steps to provide clear guidance on our packaging.

Here's more information on what to do with our packaging once you've finished enjoying our desserts. Join us in reducing landfill waste by ensuring our packaging is recycled properly.

On-Pack Recycle Messaging

We're members of On-pack Recycling Label (OPRL), a standardised labelling scheme, ensuring our customers have a correct and consistent message.



	Packaging	Material	Before recycling	Where to recycle
	Ramekins 100% recyclable 54% recycled materials	Glass	Rinse and reuse. When you're finished, recycle	Home recycling bin or local recycling centre
	Lids 100% recyclable	Aluminum Foil with adhesive layer	Hold and scrunch into a ball, until you've got the size of a tennis ball	Home recycling bin or local recycling centre
	Cartons 100% Recyclable 100% Responsibly sourced	Certified paperboard	Flatten	Home recycling bin or local recycling centre
	Mini panettone cases Not currently recyclable	Paper, with silicon coating		General waste

OUR RAMEKINS

We take immense pride in our glass ramekins, which are 100% recyclable and contain at least 54% recycled glass.

The advantages of glass as packaging are numerous; it's inert, infinitely recyclable, and widely accepted at recycling locations across the UK. Currently, the UK successfully recycles approximately 71% of container glass, including bottles and jars. Moreover, the glass sector is ambitiously striving for a 90% collection rate by 2030, a development that directly benefits us by, helping us to strive towards a circular economy.

However, our commitment goes beyond recyclability. Our ramekins are thoughtfully designed with the intention of being reused at home, extending the end of life of this packaging.

Reuse our ramekins ↷



WASTE REDUCTION

We've focused heavily on waste this year and are proud to announce our move to zero waste to landfill.

A significant leap in this journey was establishing a partnership with a waste contractor capable of efficiently separating the glass, food, and foil from our desserts, ensuring each waste stream is appropriately handled.

This initiative began in our offices, ensuring that each office embraced recycling practices. Following this, we directed our efforts towards our entire production site. By implementing rigorous waste segregation practices, we've ensured that all waste from our organisation is either recycled, reused, or utilised in energy generation—signifying our commitment to eliminating landfill waste. Our future plans involve a continued focus on waste management in the upcoming years, with a priority on developing reduction techniques to further lower our environmental impact.



Packaging waste

Reducing our packaging weight lowers our carbon emissions, conserves resources and decreases packaging waste. This year, we have successfully implemented a strategic initiative to reduce the weight of our cartons, achieving over a 5% reduction. This effort has not only saved 17 tonnes of paperboard within the market this year but also positions us for an even more substantial impact, with a predicted saving of 35 tonnes of paperboard in 2024. We are committed to the ongoing practice of reducing the weight of packaging to the 'right weight,' actively aiming to minimise the amount of packaging waste we introduce into the market.



RESPONSIBLE PRODUCTS

We prioritise choice and transparency which allows our consumers to make informed decisions.

Nutritional labeling

We ensure that all our products feature comprehensive ingredient and nutritional labeling on pack in all our markets. This covers key nutrients such as energy, protein, carbohydrates, sugars, fat, saturated fat, fiber, and sodium and ensures that our consumers have access to accurate information before making their purchase decisions.

Portion control

Our ramekins are thoughtfully designed to provide portion sizes that encourage mindful indulgence while supporting balanced and conscious eating habits.

Plant based offerings

Our plant based products launched five years ago and are both vegan and gluten free. This range offers more choice to our consumers while catering to specific dietary preferences.

Cheeky Pots

In 2023, we developed a new range called 'Cheeky Pots' set to launch in 2024, with reduced fat, sugar and salt compared to our typical dessert range. This range includes two flavours: chocolate and cherry and double chocolate with 137 and 155 calories per pot respectively.

This demonstrates a significant step forward for us as we once again strive to increase our offering, allowing our consumers to make mindful dietary choices while still indulging in delicious desserts.



Güü

Climate Action

OUR EMISSIONS

We know we have a crucial role to play in ensuring a sustainable future.

We are committed to preventing global warming from exceeding the critical threshold of 1.5°C, understanding the urgent need to address climate change. While our external reporting had previously covered Scope 1 and 2, this year marked the completion of the full scope 3 assessment covering our supply chain, both downstream and upstream. Our emissions calculation adhere to the Greenhouse Gas Protocol (GHG Protocol) Standards, as well as ISO 14044:2006 for Environmental Management-Life Cycle Assessment.

As part of this initiative, all our employees were offered carbon footprint literacy training to enhance their understanding and engagement in the area. Therefore enabling them to make informed choices which contribute to our efforts to reduce our carbon footprint.



DIRECT EMISSIONS

Generated from Gü's owned and controlled facilities



INDIRECT EMISSION

Generated from Gü's purchased energy



INDIRECT EMISSION

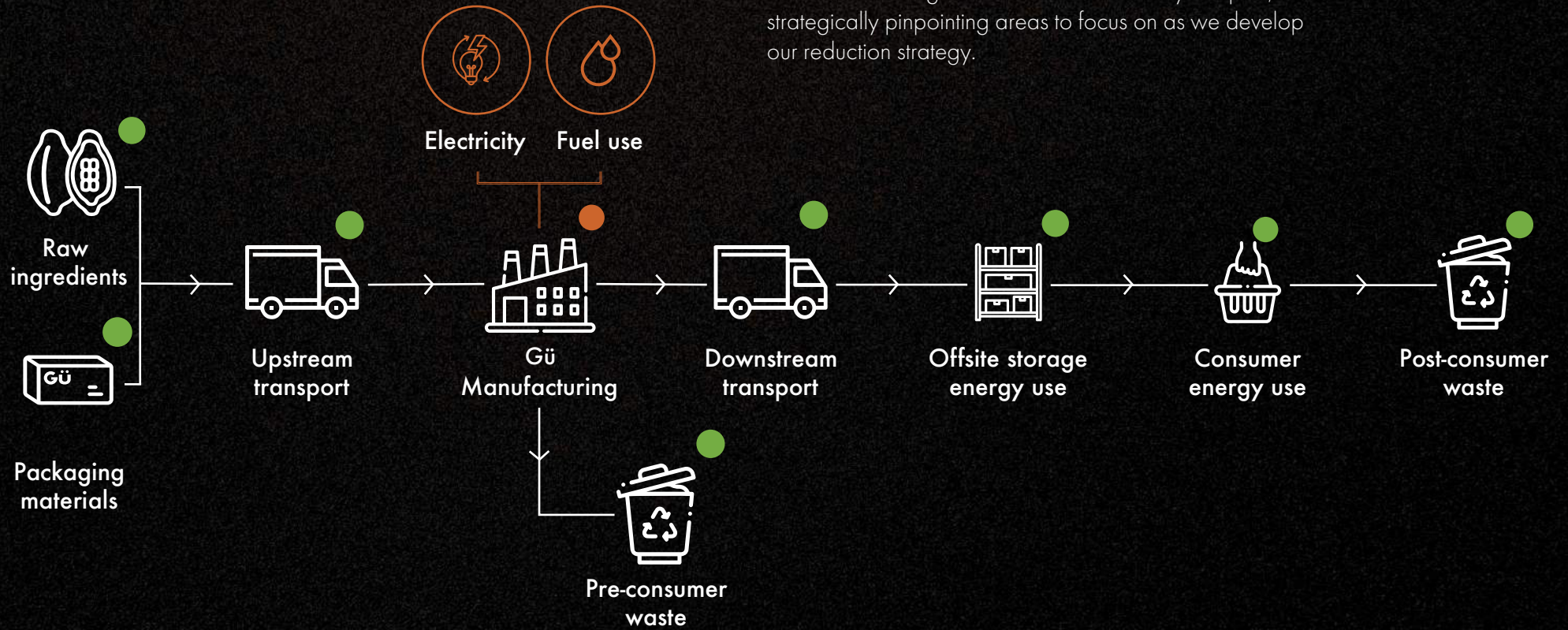
Created by Gü's value chain, both upstream and downstream

*More on our impact
on the next page*



OUR IMPACT

Through our impact assessment, we gained valuable insights into the carbon footprint throughout our entire value chain. This understanding has enabled us to identify hotspots, strategically pinpointing areas to focus on as we develop our reduction strategy.



Business operations

- Office energy use
- Office waste
- Commuting
- Company owned vehicles
- Office procurement
- Business travel
- Homeworking energy use



Other emissions sources

- Other manufacturing procurement (chemicals, PPE etc.)
- Water use
- Third-party manufacturers related emissions (procurement, energy use)

- Scope 1 & 2 emissions
- Scope 3 emissions

CARBON REDUCTION INITIATIVES

We've already made a start at reducing our carbon footprint.

Energy

Energy consumption has a significant impact on a company's carbon footprint, as the majority of energy generation processes involve the combustion of fossil fuels, releasing greenhouse gases. This year, we have successfully transitioned 100% of our electricity consumption to renewable sources, a significant achievement that has resulted in a dramatic reduction in our scope 1 and scope 2 emissions

Other internal initiatives include replacing traditional lighting in our offices with LED (Light-emitting diode) energy-efficient lighting and upgrading our gas boiler at our manufacturing site, anticipating a 10% reduction in gas consumption.



100%

of our electricity originates
from renewable sources

Plant based products

Five years ago, we introduced our plant based product range, expanding our consumer offerings. Through our impact assessment, we've compared the carbon footprint of our plant-based products to our dairy range. As expected, our plant-based products show an average 30% reduction in carbon footprint compared to our dairy products, highlighting the significance of this category.

*One of our plant
based products*



Plant Zillionaire

CARBON REDUCTION INITIATIVES

Understanding our ingredients and packaging impact enables us to proactively collaborate with our suppliers.

Ingredient carbon impact

Our ingredients have the largest impact on our product carbon emissions with dairy making up over 50% of the impact of our entire raw ingredients. This is why dairy is a focus for us and why we purchase the majority of dairy from Meadow, who are actively working on carbon emissions of milk. Based on their measurements for milk production from, Meadow is 64% better than global average and 16% better than the UK average.



Packaging carbon impact

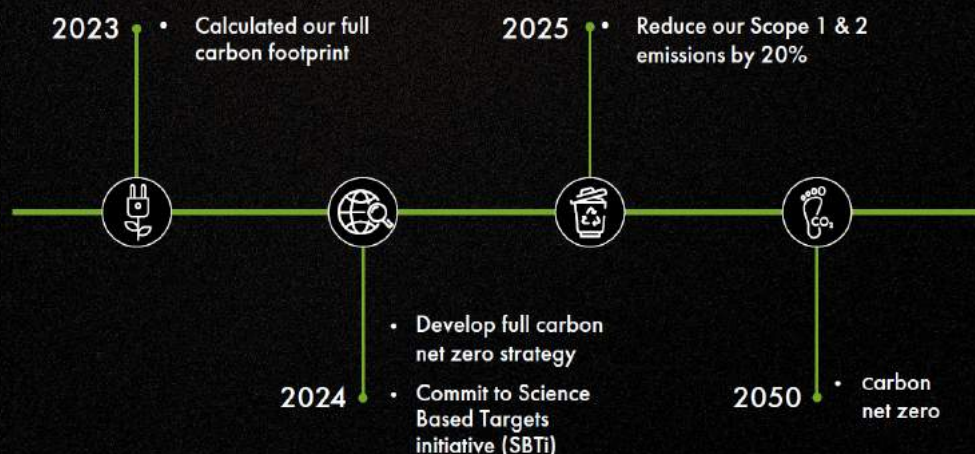
We understand the impact of our packaging and in particular our glass ramekins. This is something we're focusing on, over the last 10 years we've been working to reduce the weight of our glass ramekins, taking them from 115 grams down to 110 grams, this has lowered our impact by 574 tCo2e in this year alone.

Furthermore, we're actively collaborating with our glass suppliers, ensuring they stay on course to achieve their commitment to reduce their Scope 1 and 2 emissions by 42% by 2030 helping us in turn reduce our overall impact.

Next Steps

To achieve net zero emissions by 2050, we require a comprehensive reduction plan. As part of this plan, we intend to sign up for the Science Based Targets initiative (SBTi). SBTi provides a clear pathway towards achieving net zero emissions by aligning our targets with scientific research and recommendations. By participating in SBTi, we ensure that our emission reduction targets are ambitious, credible, and in line with the goals outlined in the Paris Agreement. This initiative not only guides us in setting targets but also provides the necessary framework and support to track our progress and make informed decisions to effectively reduce our carbon footprint.

Carbon reduction timeline



OUR FOCUS FOR NEXT YEAR

In 2024 our key initiatives will be aimed at advancing our sustainability strategy and reinforcing our commitment to responsible business practices.

We aim to enhance our transparency by establishing measurable targets and KPIs. This will enable us to track progress year-on-year, fostering continuous improvement in sustainability practices. In the next Sustainability report, we plan to present a comparative analysis of 2024 data against 2023, showcasing our commitment to measurable sustainability progress.

People 2024

Promote our volunteering day throughout the business

We will continue to prioritise the support and development of our employees, actively promoting diversity, equity, and inclusion initiatives within the business. Our service to our local community will continue as we aspire to form further charity partnerships, promote our internal volunteering days, while continuing to ensure the distribution of food to those in need.

Planet 2024

Create sustainable packaging and ingredient strategies

We will continue advancing both our ingredients and packaging sustainability strategies. We will continue to source the highest quality ingredients while actively working to improve our sustainable packaging to reduce our environmental impact. Waste reduction initiatives will remain a focus, reiterating our promise to lower our environment impact.

Climate Action 2024

Commit to the Science Based Target Initiative

A key focal point for our organisation revolves around tackling our carbon impact. Here, we aim to create reduction plan with science-based targets, a roadmap that moves us towards our goal of net zero by 2050.

FINAL REMARKS

It's been an exciting year at Gü Indulgent Foods.

Even though we're in the early stages of our sustainability journey, having only recently crafted our strategy, it's important to highlight the progress we've made so far.

This report details our initial steps in the right direction and couldn't have been created without the incredibly supportive and brilliant team at Gü. It demonstrates our dedication to positive and authentic change as we move forward in the business landscape.

Thank you for being part of this journey.

Rachael Ramotowski, Head of Sustainability

*Our new
Hazelnut Praline
Brownie*

