

Sweet Sustainability



Our commitment to
ESG excellence, 2024



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World of Goodness (The Group/Parent Company) and its subsidiaries (Primarily trading as World of Sweets and Bobbys Foods) are the UK's largest distributor of confectionery and snacking, servicing all major routes to market including major multiples, convenience, high street, specialists and online resellers, through a network of Hancocks Cash & Carrys, World of Sweets Field and Commercial Teams, along with our Bobbys van sales team.

- 14 Hancocks Cash & Carrys
- 12 Bobbys Distribution Sites
- 1 BRC packing facility
- 1 Central Group Distribution Centre
- Group Head Office – Loughborough
- Providing employment for nearly 1000 colleagues across the UK
- Over £500m in retail sales value per year
- Various own branded products (Kingsway, Bonds, Crazy Candy Factory, Sweet Vibes)



Confectionery with care

With over 100 years of heritage in confectionery and snacking within the UK and beyond, our success is a testament to our dedicated colleagues, loyal customers, and suppliers. As a Group, we continually challenge ourselves to build on this legacy to innovate exciting products, leveraging team expertise to excite our consumers and laying foundations for a stronger, sustainable future for our Group and the world we operate within.

We recognise that there are environmental and social impacts of our business on colleagues, customers and the community we serve and it is our responsibility to address, review and improve. For us, success is not a choice between commercial growth and positive impact; it is about delivering both. Our leadership team is committed to ensuring we thrive as a business while making a meaningful difference to people and the world around us. This report outlines where we stand today, our achievements to date, and our ambitions for the future. It is a snapshot of an ever-evolving journey, driven by regular discussions, actions, and accountability.

I am particularly proud to be part of a wider committee made up of colleagues from across the business that keep the business accountable for actions and decisions. This committee is a true cross section of roles and levels ensuring we remain on track, accountable and focused on meaningful progress.

Our business strategy in relation to our environmental, social and governance (ESG) impact is clear and straightforward:

- Support future sustainability
- To be a nice place to work
- Support our communities

This clear and simple approach guides our commitments ensuring they are impactful and drive improvement for our stakeholders.

We are not complacent. We listen to feedback, focus on improvements, and support colleagues who feel we can do better.

The ESG committee plays a vital role in holding us accountable, monitoring business activities, and challenging us to improve. As we celebrate past successes, we remain focused on the future - on growing, innovating, and achieving more, together. This report is one way we share our progress and strategy.

I look forward to providing continued updates in the years to come as we evolve, set new priorities, and improve our impact on the community in which we work.

Zach Towers
Group People & Service Director



Zach Towers
Group Service & People Director



97% of colleagues tell us they “love working here”

As reflected in our annual colleague engagement surveys, which continue to improve year-on-year.



Rated “excellent” on trust pilot by our customers

With consistent scores of 9/10 for customer service, product range, and ease of doing business.

A nice place to work

We’ve made it our mission to create an environment where colleagues feel valued, supported, and engaged.

Our people plan has been a key focus for our leadership over recent years with a key focus on improving our colleague engagement and wellbeing.

- Invested over £200,000 in colleague benefits in recent years.
- Continued to offer wellbeing support through Grocery Aid and Aviva Smart Health.
- Prioritised safety for colleagues, customers, and visitors—earning RoSPA Silver and Gold Awards for three consecutive years.

Support our communities

We’re proud to help the communities we live and work in thrive. Whether it’s through local support or national charity partnerships, we’re committed to making a difference:

- Donated over £75,000 to local and national charities since 2020.
- Partnered with charities to make an impact through product purchases.
- Contributed £10,000 in stock giveaways in the last 12 months to support community groups.
- Sponsored numerous sporting teams and charity events, fostering wellbeing and community spirit.

Support future sustainability

Sustaining our planet for future generations is a shared responsibility. We’re committed to reducing our impact and encouraging every colleague to play their part. Together, we can and must do more:

- Achieved an energy reduction of over 30% since 2020.
- Transitioned nearly 50% of our company vehicles to 100% EVs or hybrids.
- Continued to improve our emissions intensity ratio year after year.

People plan launched

Our people plan was launched with our senior team support. Colleague engagement surveys launched to assess and gain feedback. These surveys have continued every year.



IOSH approved training provider

We became IOSH approved training provider allowing our inhouse accredited trainer to train all our sites in IOSH Managing Safely.

Our Health & Safety plan developed further with the introduction of technology to track, manage and engage all sites with Health & Safety.

Honeypot product charity partnership

Our second national product charity partnership with Honeypot charity was launched for 2023. Raising over £18,000 for Honeypot.



Stronger Together & SMETA partnership

Started our training and support of Stronger Together initiative along with first assessment by SMETA which has continued each year.

First Charity Product partnership

Our first charity product partnership with The Mix launched in 2022.



Continued colleague wellbeing initiatives



Launch of our Aviva Smart Health and Sovereign Health Care plans



Launched Work Wallet across all sites

2020

2021

2022

Recycling Focus was launched across all sites

Achieved RoSPA Silver

Our Health & Safety plan was rewarded with a RoSPA Silver award for the whole group.

2023



Launched our Schools Education Program

We welcomed the first school into our packing facility in Nottinghamshire for a fun & educational tour

Achieved RoSPA Gold

RoSPA Gold was achieved within our World of Sweets business units in 2023 and 2024.

United National Goals review

Assessment of our approach against the 17 UN Goals via Bcorp assessment planned.

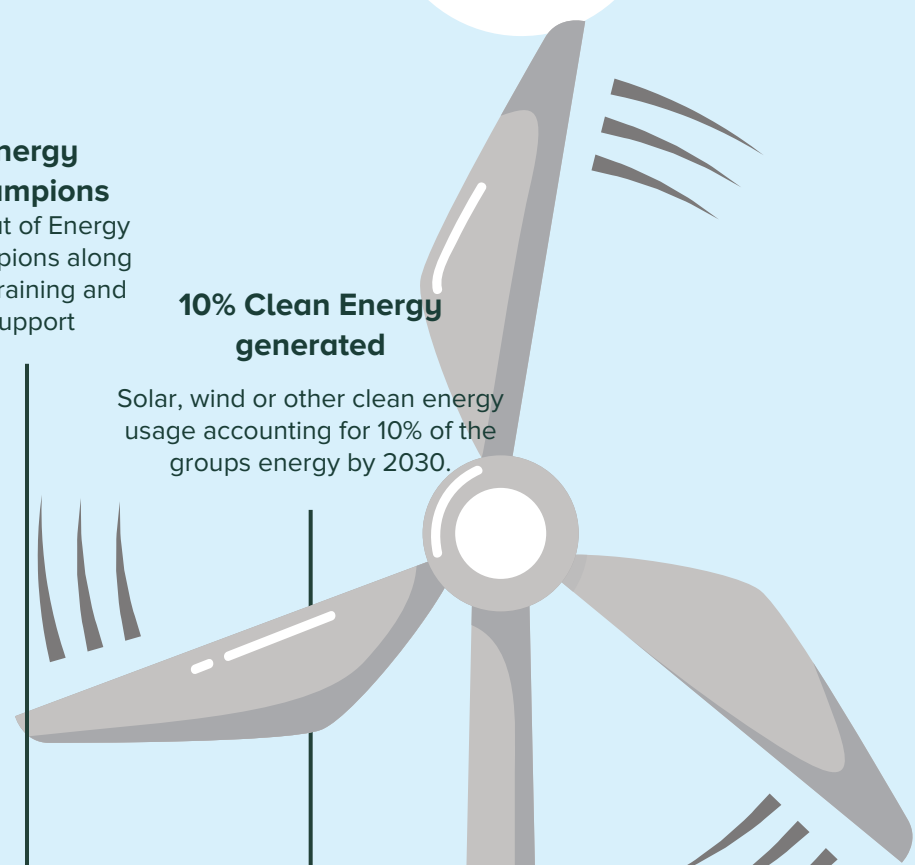


Energy Champions

Rollout of Energy Champions along with training and support

10% Clean Energy generated

Solar, wind or other clean energy usage accounting for 10% of the groups energy by 2030.

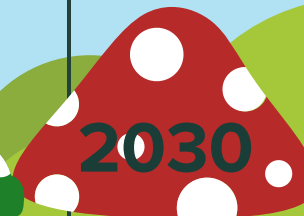


EV/Hybrid Company Cars

Over 50% of our company cars will be EV or Hybrid

75% of our sites will be efficiency rating of C+

We aim to have over 75% of our estate to be C or above when it comes to energy efficiency.



Supporting Communities

Wherever we can, we aim to bring smiles and support local communities and those close to the hearts of our colleagues, customers, and wider stakeholders.

We don't measure our impact solely in financial contributions. Support comes in many forms: our time, our resources, and ensuring our suppliers uphold their commitments to their own global communities.

Our key activities and aims linked to our communities are:

- Supporting charitable organisations that give back to others.
- Encouraging the education and development of future generations.
- Ensuring our global communities are supported through responsible supplier practices.

Charitable and community support

In recent years, we've supported hundreds of charities across the UK, focusing on both local initiatives and larger, companywide partnerships.

With 30 sites nationwide, we aim to make a difference wherever we operate. Every two years, we partner with national charities to help drive awareness and fundraising.

Over the past three years, we've worked proudly with Marie Curie, The Mix, and Honeypot. These organisations make an incredible difference to people's lives.

Over £5k raised for The Mix

We developed a range of sweets featuring a positive, uplifting phrase with fun and bright packaging. The 'Stay Positive' range was developed in partnership with mental health charity 'The Mix', who are the UK's leading digital charity for under 25s.



We are thrilled to announce that World of Sweets has successfully raised a total of £18,498.32 for The Honeypot Children's Charity during our partnership! This incredible achievement is made possible thanks to the sale of our special Honeypot Candy Cups, which include three imaginative themes; Pirate's Adventure, Teddy Bear's Picnic and Magical Forest. For every candy cup sold, 10p was donated to support young carers across the UK.

The funds raised will help Honeypot provide essential respite breaks and ongoing support for young carers, ensuring they can create cherished memories and enjoy their childhood.

Unwrapping Our Team's Philanthropic Potential

We know that supporting communities starts with empowering our colleagues. As an employer, we encourage our teams to give back in ways that matter to them. Through our volunteer policy, every colleague has access to paid days off each year to support causes they care about.

Some of the activities our colleagues have participated in are:

- Serving meals at local foodbanks.
- Running charity events, like marathons or sponsored walks.
- Offering their time to local community centres, churches, or groups.

Real Stories, Real Impact:

- At the 2023 charity cricket event in Liverpool, our team came together to raise funds for local causes.
- Earlier this year, John Lucas, our National Sales Manager (Bobby's), walked 100 miles with friends, raising vital funds for Cancer Research.
- Utilising local charity football competitions to drive engagement while raising money for local charities

These stories matter. They remind us that small actions add up to something bigger, something we can all be proud of. As a Group, we're committed to continuing this work and supporting the causes our people and communities care about whilst always aiming to bring a smile where we can.

Supporting the education of our future

We recognise it's not just about what we do now, but how we support the future, in 2024 some of our colleagues worked hard to create educational visits to our facilities to help in the education of the next generation of colleagues.

These visits offer a different aspect to children's learning, having worked with local primary schools to understand what they need or want from a visit to our packing facility the teams have helped build a day around an education on confectionery, manufacturing and what it's really like to enter the real world of work! Various colleagues across the business give up their working time to ensure its always a huge success, in fact we are unsure if the children or our colleagues have the most fun!

Supporting communities through sponsorship

At our central distribution centre in Nottinghamshire, we've been proud to sponsor the Worksop Boys Football Team for the past couple of years, providing their team kit.

Supporting our communities goes beyond educating the future workforce, volunteering time, or donating funds. Through sponsorship, we actively support sporting teams across the UK. In recent years, we've sponsored local teams to help cover ongoing costs, provide kits, uniforms, and equipment needed to keep them running.

In addition, through our sponsorship of a local football team near our Bordon depot, we've also extended our support globally by supplying kits to a youth team in Africa, helping them stay equipped to play and grow.

Our sponsorship efforts reflect our belief in empowering communities, both locally and globally, and helping them thrive through support that extends far beyond business operations.



Charity Cricket Event, Liverpool 2023



100 mile walk for Cancer Research



Sponsorship of Worksop Boys Football Team



Sponsorship of Bathgate Thistle Ladies Recreational Football Team



We are...



Proud to be a
Sedex
Member

Global Community

Our community extends far beyond the UK. We operate in over 25 countries and source ingredients and products from 300+ suppliers worldwide.

Through our partnership with Sedex, we gain valuable insights and tools to evaluate our suppliers and their supply chains. This partnership allows us to assess their social and environmental impacts and report on them effectively, ensuring compliance with local, national, and international laws.

Our internal Technical & Compliance team travels globally to work closely with suppliers, ensuring their products meet UK regulations while also meeting our high standards and local legal requirements. We prioritise supplier accreditation by relevant bodies, similar to our BRC accreditation at our packing facility.

We conduct audits with as many of our suppliers as possible, with frequency depending on our relationship and their existing accreditations. To further ensure product safety, we work closely with the Global Food Safety Initiative (GFSI), which partners with consumer goods companies worldwide to ensure that suppliers adhere to strict safety standards. Much like BRC, these accreditations give us confidence in knowing that our suppliers meet the highest compliance standards, ensuring the safety of our products for all.

Being compliant

To ensure we are an enjoyable place to work or an enjoyable place for our stakeholders to work in, we must be compliant, our Group has strived to ensure we do the right thing, be better than just what is expected and achieve more.

While we have a dedicated team within Human Resources to ensure full compliance with UK employment laws, we take it further. Our business is about people and relationships, and we believe in empowering our people managers with the tools and training they need to effectively lead their teams.

As a Group, we provide hundreds, if not thousands, of hours of compliance-related training each year—training that often comes with accreditations we're proud to hold. These certifications demonstrate our commitment to compliance within our Group and with our global suppliers.

We also undergo regular external audits to ensure we comply with various aspects of human rights and employment legislation, further strengthening our credibility and dedication to upholding the highest standards.

Financial Auditing and Reporting

Each year our group is audited independently by third party qualified financial audit experts to ensure the business is compliant with all legal laws and requirements, ensuring the Board of Directors and business management team are acting in the best interest of the business. Alongside this we publish all statutory reporting on Companies House each year for each of our businesses along with a Group wide tax scheme published on our website.

Anti Bribery Corruption & Training

We take any type of bribery or corruption seriously, our HR team regularly monitor gifts given to individuals or the business, we also roll out regular relevant training to all senior leaders, management and within specific departments that are highlighted as high risk to ensure everyone relevant is trained and up to date with all legislation in regard to bribery and corruption along with how to identify and who to report this to within the organisation.

Gender Pay Gap Reporting

As required by law we continue to annual review our gender pay gap and report this on our website. As a Group we continually want to work on reducing our gender pay gap across males and females. We have taken some great steps over the past few years in reducing the mean pay between females and males. As a Group we do not discriminate on any grounds and are proud to say that nearly 45% of our colleagues are females across all roles in the business.

A nice place to work

WORK WALLET

Our colleagues are at the heart of our business' success. Over the last 8 years, as we've grown and integrated smaller businesses, we've continuously worked to align, review, and develop our colleague offering and culture.

Being a nice place to work is driven by key elements of our people's plan:

- Keeping everyone safe
- Being legally compliant
- Wellbeing
- Training

Keeping everyone safe

Safety is non-negotiable. We are committed to protecting not only our colleagues, whether on-site, working remotely, or out on the road, but also our visitors, customers, and everyone who interacts with our stores, depots, or offices daily.

To support this, we use Work Wallet, a comprehensive software platform that streamlines our Health & Safety management. Work Wallet allows us to manage and track real-time data on:

- Accident Reports
- Audits & Inspections
- Inductions & Permits to Work
- Asset Inspections & Safety Briefings

This system simplifies our processes, making it easier for both management and colleagues to stay informed, ensuring we can continually improve safety standards and protect all our stakeholders.

Since 2018 the Group has had significant investment and improvements to its H&S processes, procedures and training attributed to it, with a clear focus on accident/incidents review and prevention.

All our site management teams are now IOSH Managing Safely trained with refreshers continually as needed, our Group Health, Safety & Environmental Manager having become a qualified to trainer to allow us to ensure our teams are trained within our own setting.

Safety is everyone's responsibility in our Group, that's the culture we have instilled, continually discussing near-miss reporting with our teams and within our regular newsletters, challenging our depots to look for potential hazards to prevent injury. Since 2022 we have submitted our portfolio to RoSPA (The Royal Society for the Prevention of Accidents) to review our progress and demonstrate to our stakeholders that we take safety seriously.

We achieved a Silver RoSPA Award for safety on our first submission and the last 2 years, within our World of Sweets and Hancocks Cash & Carry business units, achieved a Gold Award demonstrating our dedication to ensuring our colleagues, customers, visitors and other stakeholders remain safe and that our improvements in H&S are recognised.



Colleague Wellbeing & Engagement

Our success is built on the passion and dedication of our people. It's our responsibility to support our colleagues, not only financially but in every aspect of their wellbeing. We understand the importance of caring for their mental and physical health, and we take this duty seriously.

Key wellbeing initiatives include:

- EAP Aviva Smart Health: A free, 24/7 service offering GP access, mental health support, fitness plans, nutrition advice, and more.
- Life Assurance: Free life assurance cover for all colleagues from day one of employment.
- Fitness Benefits: We encourage physical health with Bike2Work schemes, discounted gym memberships, and access to buy sporting equipment through retail discounts via Perks at Work.
- Sovereign Health Care: Discounted cash plans to help cover every day healthcare expenses.

By offering these benefits, we ensure our colleagues feel supported and valued, which is crucial to maintaining their engagement and overall wellbeing.

Annually we conduct our colleague survey to engage with all teams across the business to ensure they have a mechanism to voice their opinions. The engagement completion rate exceeds 80% of colleagues, this provides us with the opportunity to review and implement any changes to improve colleagues engagement each year.

Following the survey, we engage with colleagues to share results, discuss and ensure we discuss what improvements they may want to see, equally this is important as it allows us to understand what works well in various teams to ensure we can share good practice. Additionally, we hold annual listening sessions with the Senior Leadership Team and randomly selected colleagues, giving our people the chance to communicate directly with senior leaders and ensure their voices are heard.



Over 80% of our colleagues respond to our annual colleague engagement survey.



97% of our colleagues enjoy working within the Group.



Physical health is as important as mental health to us, so we provide discounted gym memberships, bike to work schemes, access to 24-hour GP's and access to private medical options.



We have Mental Health First aiders available in all business units with over 25 colleagues trained.

Training

Over the past 2 years we have provided thousands of hours of training to over 200 colleagues across the group. From entry level apprenticeships through to degree level qualifications.

Alongside this we have offered hundreds of individuals the opportunity for various training courses across various disciplines, some of this via our in-house training teams and others through accredited third parties.

- Over 100 of our colleagues have had access to program training such as Excel and Power Bi as and when needed.
- All line managers are offered our in-house management and leadership courses to help them be the best leaders possible. They are all trained in IOSH Managing Safely.
- In house First Aid and Mental Health First Aid training for those volunteering to support their colleagues.
- In 2024 we rolled out voluntary English lessons for those in the business that English wasn't their first language to support them.
- We also run regular Menopause Awareness sessions to help support our colleagues.

Supporting the future sustainability of our planet

Our aim is to where possible reduce our impact on the planet. We will do this by monitoring, assessing, following and overachieving government targets and legislation.

Our approach is to:

- **Capture, report and monitor our use**
- **Review our use and educate**
- **Improve our waste & recycling**

We will achieve this by ensuring :

- We improve our EPC assessments for all sites under grade C by 2030 and all sites to be achieving C or above by 2035.
- Our Carbon Emissions Intensity Ratio continues to fall with an aim of below 10 by 2035.
- Overall reduction of 40% of energy usage by 2030.
- Solar, wind or other clean energy usage accounting for 10% of the Group’s energy by 2030.
- Reduction in fuel usage through educated driving and monitoring.
- Continued EV usage.
- Further recycling.
- Development of our training and education of our colleagues.

Energy Performance & Sustainability

Our Property and Facilities teams are dedicated to capturing detailed data on energy usage, enabling us to track progress and support our Planet Plan. This is done through Energy Performance Certificate (EPC) assessments and Carbon Emissions reporting.

Energy Performance Ratings (EPC)

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Carbon Emissions and Energy Usage

We closely measure and report on various metrics across the business relating to our impact on emissions and usage. This is equally managed to control costs and our impact on the planet.

As a growing Group of businesses since 2020, it is key that we ensure our impact on the planet is managed, hence we are keen to ensure our emissions based on revenue of the Group is controlled and reduced however possible – also called the Intensity ration. Since 2020 our revenues, colleague numbers and products imported have grown, but we are pleased to report our intensity ration has reduced year on year. Alongside this our usage of fuels are constantly monitored and managed in line with our saving projects.

Carbon Reporting:

Measure	2023	2022	2021	2020
Emissions from facilities	653	664	620	616
Emissions from transport	1766	1796	1757	1871
Other emissions	813	750	623	478
Total emissions	3232	3210	3000	2965
Intensity ratio: based on tonnes of emissions per £m of revenue	14.3	16.05	16.11	19.46

Energy Performance Property Rating:

Grade	Current - 2023	2030 Target	2035 Target
B	28%	35%	40%
C	27%	30%	35%
D	22%	35%	25%
E	23%	0%	0%

Use & education for a sustainable future

Our largest environmental impact comes from our 29 UK facilities and our fleet of vehicles on the road daily. While progress has been made, we are committed to further reducing our environmental footprint.

Moving forward, our goals are clear:

- Monitor & educate our transport teams to reduce fuel consumption.
- Expand our EV policy to encourage company car drivers to adopt electric vehicles, supported by increased incentives.
- Raise awareness among all colleagues about energy usage and its environmental impact.
- Implement energy champions at key sites to lead sustainability initiatives.
- Promote waste segregation and recycling across all locations.

In 2023 we started the rollout of our Samsara system for vehicle tracking and management. This system allows us to ensure the safety of our teams with real time CCTV and vehicle management, it also allows us to review routes and usage. Over the coming years this system will allow us to optimise our routes and fuel usage across our circa 110 branded delivery vehicles.

For the 4th year now, the Group has encouraged all company car drivers to opt for EV vehicles where practically and commercially viable, incentivising those with better monthly rates and the option to salary sacrifice for better car choices. This in turn has meant uptake on EV vehicles has gone from zero to over 40% of our company cars being EV and 50% being Hybrid or EV vs fossil. Our aim over the coming years is to increase this overall Hybrid and EV to 75% of our company car fleet by 2030.

Currently, our fleet of vans runs entirely on fossil fuels. We are actively monitoring the market for suitable EV options and plan to trial available models by 2030 for shorter, low-mileage journeys. Once commercial vans with viable ranges become available, we will transition to electric vans across the fleet.

Our goal is to roll out Energy Champions across our three key sites by 2025, where over 50% of our energy consumption and waste is generated. These champions will focus on driving improvements in energy usage, waste reduction, and recycling. Through training and fostering new habits, we are confident we can make significant strides in improving sustainability.

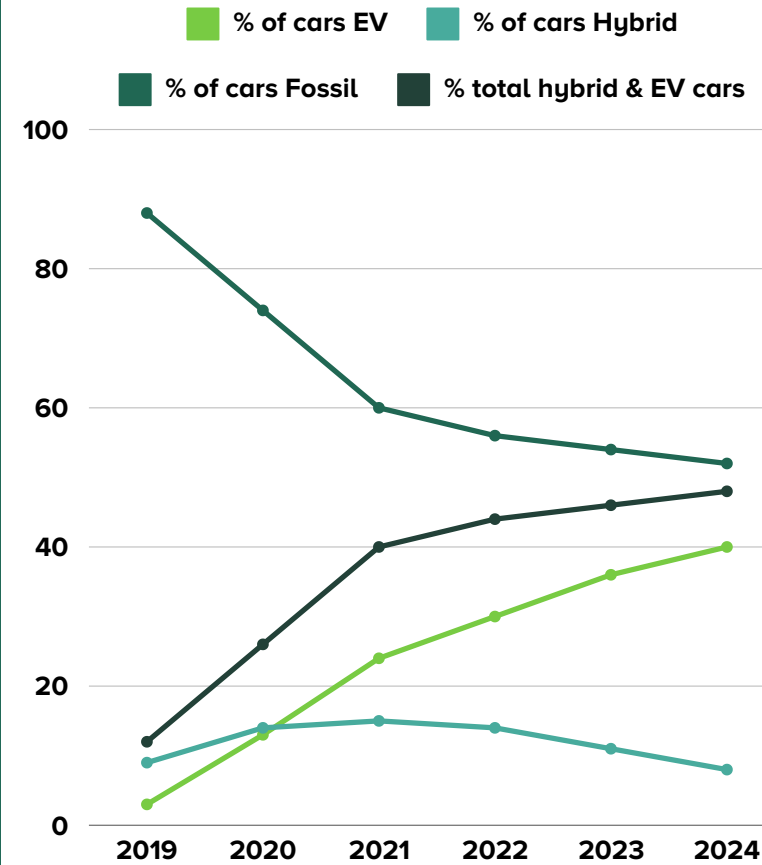
Certified Carbon Literate



Additionally, we have trained colleagues to become Certified Carbon Literate through the Carbon Literacy Project, empowering them to contribute to our sustainability goals.



samsara



Improve our waste & recycling

As a Group, we acknowledge that we have a long way to go in improving our waste and recycling processes. Over the past few years, we've focused on paper and cardboard, the largest portion of our waste, and are proud to say that over 95% of it is now recycled across all sites.

To drive further progress, we've appointed Leanne Bower (Group Health, Safety, and Environmental Manager) as our Energy Champion. Leanne will lead efforts to raise awareness around energy consumption and waste reduction, starting with our induction program. Over the next few years, Energy Champions will be rolled out across all business units to ensure education and awareness reach all levels of the organization.

Additionally, we are collaborating with our waste brokers to develop plans for reducing waste and increasing recycling across our sites.



2024 all sites vending moved to recyclable sustainable components



Improved recycling of plastic across our Group by 40% in the last 2 years.



100% of cardboard waste recycled across all our distribution and Cash & Carry sites.



Recycling Point

Available at our Bobbys site in Cardiff, and rolling out across the wider business in 2025.



Leanne Bower

Group Health, Safety & Environment Manager

United Nations 17 Goals

The 2030 Agenda for Sustainable development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs), (United Nations Site, 2024; <https://sdgs.un.org/goals>) which are an urgent call for action by all countries - developed and developing - in a global partnership.



Our Goals

Using these goals we on a local business level can utilise these to help us define our plans and actions to ensure we are supporting in the achievement of these goals. We have assessed all our actions within our plans to ensure we support the 17 goals.

They recognise that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests. We have outlined these goals in a table on the following 2 pages.

- 1 Aim to reduce our energy use by 40% by 2030.
- 2 Assessing our suppliers and their impact on their stakeholders.
- 3 Colleague discounts with partners through Perks@Work.
- 4 Colleague health benefits and discounts, offering Aviva Smart Health, Sovereign Health cash backs and Employee Assistance Programs to all.
- 5 Continued monitoring and review of our colleague engagement through surveys and listening sessions to ensure we understand the needs of our colleagues across the whole group.
- 6 Continued partnering with IOSH to ensure our colleagues are safe.
- 7 Encouragement of more environmentally appropriate travel through hybrid working, Bike2Work Scheme and EV company cars.
- 8 Ensure our colleague policies are robust and fair. Along with compliance reporting eg. Gender Pay Gap.
- 9 Focus on training of our teams through technical job based training and softer skills training.
- 10 Growth of our EV company car schemes.
- 11 Improve our EPC assessments for all sites under grade C by 2030 and all sites to be achieving C or above by 2035.
- 12 Keeping our stakeholders safe and assessing ourselves through ROsPA.
- 13 Ongoing training in regard to ethical labour management through the Stronger Together initiative.
- 14 Our Carbon Emissions Intensity Ratio to continue to fall with an aim of below 10 by 2035.
- 15 Partnership with SMETA to ensure we assess our own internal ethical impact.
- 16 Reduction in fuel useage through educated driving and monitoring.
- 17 Review and improvement of our recycling and waste management.
- 18 Solar, wind or other clean energy usage accounting for 10% of the groups energy by 2030.
- 19 Support in the education of future talent.
- 20 Supporting Local and National Charities.
- 21 Utilising technology to manage our internal Health and Safety.

Review of our progress and governance

Our ESG Committee, composed of colleagues from across the business, is responsible for ensuring the actions outlined in this strategy report are implemented, reviewed, and measured. The committee focuses on steering efforts and discussions regarding our Groups impact on the community and the planet.

This is achieved through regular committee meetings, reporting, and ongoing discussions with senior leadership, management, and the Board of Directors.



Zach Towers

Group Service & People Director



Jo Dack

Group Head of HR



Leanne Bower

Group Health, Safety & Environment Manager



Pete Booker

Property & Facilities Manager