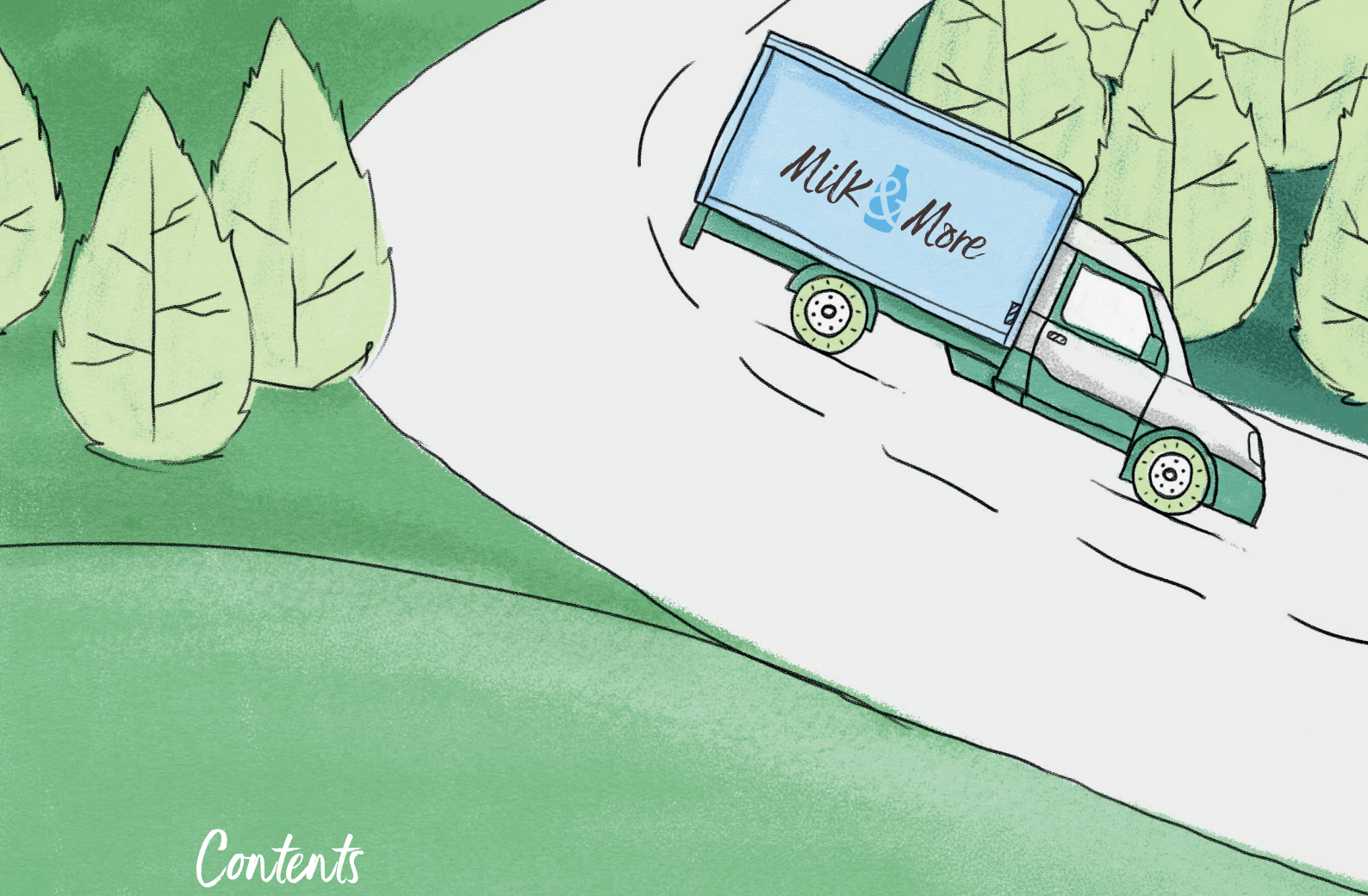


*Milk & More*  
*Sustainability*  
*Report 2020*







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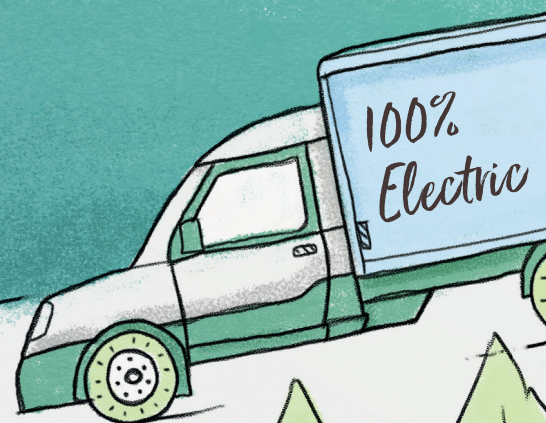




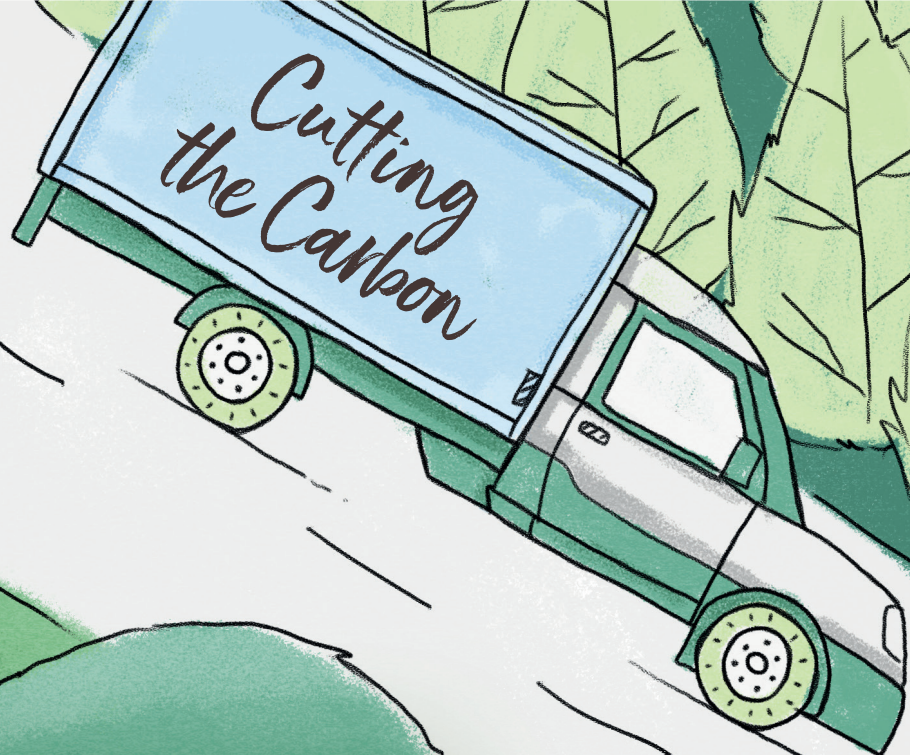
At Milk & More, we're passionate about empowering our customers to eat well while making a positive impact on their communities and wider environment.

Always conscious of our own footprint, sustainable farming and production remain at the very heart of our business, and we proudly work with some remarkable like-minded suppliers. Just like our customers, we also believe that food which is ethically produced and delivered by electric float happens to leave the best taste all round. We're also pledging to make our vehicle fleet 100% electric by 2025.

Here are a few more ways we're working towards the most sustainable future.







**From the power needed  
at our delivery hubs to the  
fuel we use for our deliveries,  
we're reducing our carbon  
footprint as fast  
as we can.**

**3.4 million  
litres of diesel  
saved.**

**10% reduction  
in emissions  
from gas use.**

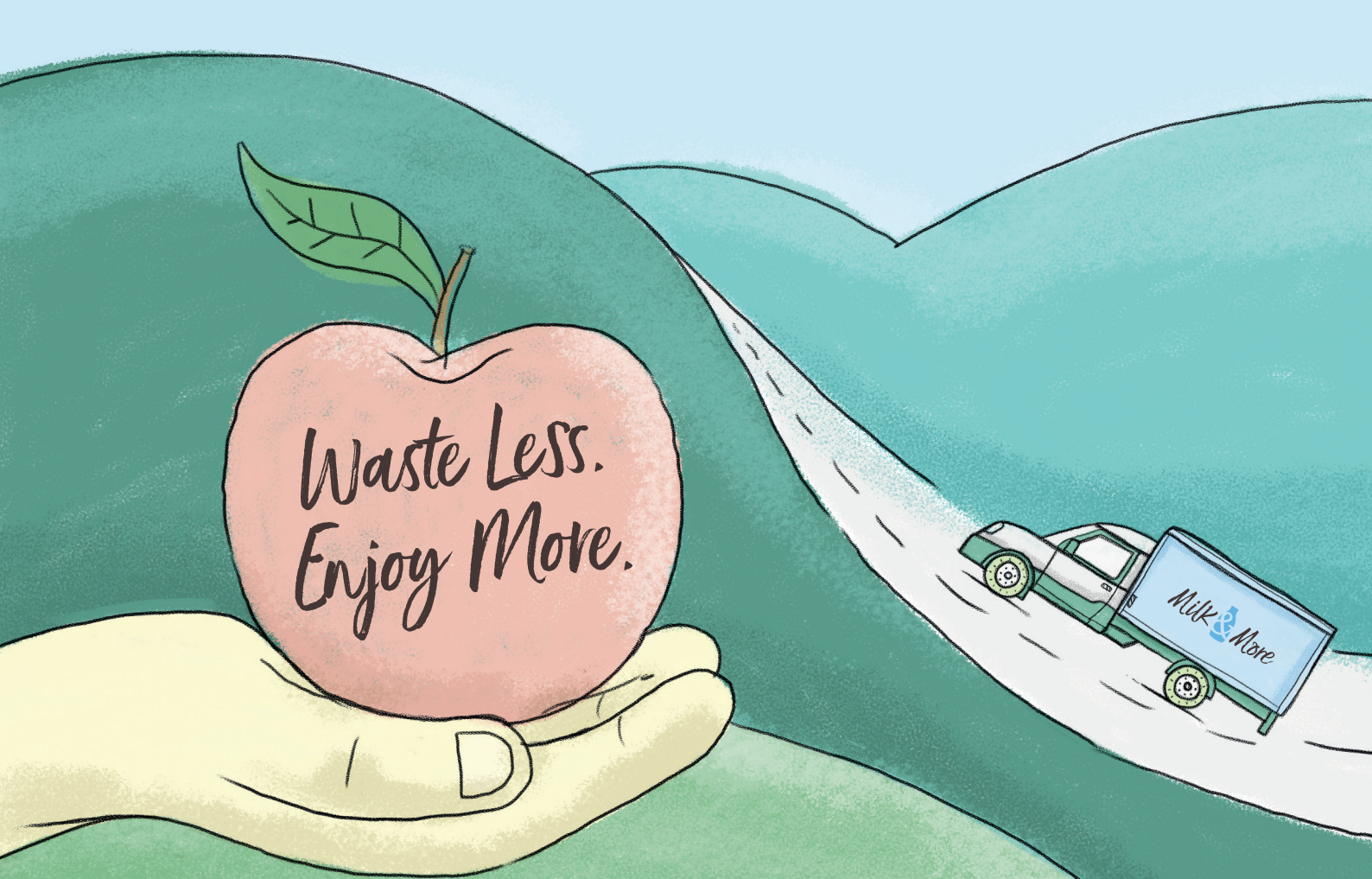
**Winner of  
Environmental Best  
Practice in the Green  
Apple Awards 2020.**

**Our pioneering  
electric vehicles travel over  
14 million miles per year  
(that's 565 times around  
the world!) with zero  
emissions.**

**We now use  
100% renewable  
electricity used at  
our delivery hubs.**

**Total carbon emissions  
down by 35% between  
2015 and 2020.**





At Milk & More we hate waste. And we're doing everything we can to reduce what we throw away and send to landfill. Plus, we choose innovative suppliers like the fabulous Rubies in the Rubble who make delicious condiments from less than perfect fruit and veg that might otherwise get thrown away.

Just 0.07% of our milk becomes food waste. Most of this is simply residue left in our dairies when we clean them, not food we throw away.



\*Generated at our Hanworth Production Site or returned to Hanworth from the network.





97% of our range comes in packaging that fits the **circular economy**.  
That's packaging that is **reusable, recyclable or compostable**.  
And we're committed to making that **100%** before **2025**.

Our **zero-waste** range allows glass bottles to be **collected, washed and re-used** for an easy circular packaging solution. **100%** committed to **0%** waste.

All our **organic fruit and veg** is packaged without pointless plastic, using **cotton netting, paper bags and cardboard boxes** wherever possible.

In 2020, our customers **saved an incredible 4 tonnes of plastic** by choosing our fruit and vegetables over plastic wrapped varieties – well done you!



# Award Winning Ways

"We were particularly impressed by Milk & More's achievements in all areas of their environmental initiative."

FDF Awards Judges

Scooping the FDF 2020 Environmental Leadership Award for our environmental initiative was one of the highlights of our year. And we're working hard to win again in 2021!



## Other Initiatives

### Animal welfare at our heart

We work with all our farmer partners to improve animal welfare, reduce the use of antibiotics and support improvements in their business, environmental and products' performance.

### Next generation farmers

With our training and support systems for at least 20 young farmers, we're helping to support the next generation.

### Organic growth

We will continue to increase the organic range we offer to our customers.

### Perfect partners

We will work with our suppliers to align sustainability, ethical and environmental standards throughout the supply chain. We also created a Sustainability Charter which sets our goals and shared ambitions that we ask all suppliers to sign up to.

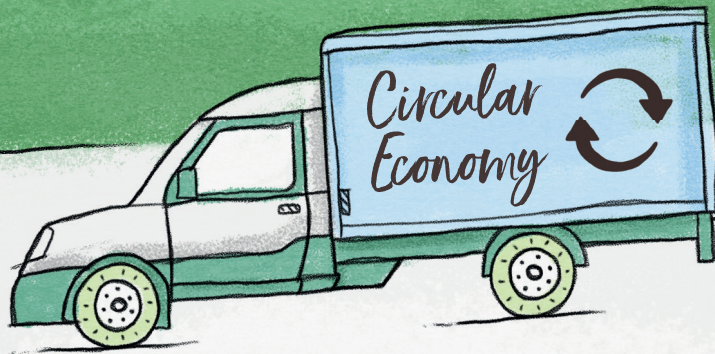




## Our Sustainability Superstars

We're very particular about the suppliers we work with. As well as searching for top-quality, uniquely special products, we want partners who share our values of sustainability, responsible farming, and eco-friendly production. That's why we work with these fabulously innovative brands who go above and beyond, year-on-year, to improve their environmental impact.





### **Compostable coffee pods from Blue Goose Coffee**

This inspiring young company have created an outstandingly rich range of coffee in compostable pods. They also use plant-based ink and plastic-free glue in their packaging – now that's what we call a good cup of coffee.



### **Compostable film from a surprising source (don't tell the Koalas)**

One of our favourite bakeries, the Artisan Bakery, took their passion for all things natural a step further in 2020 and made waves by finding a compostable film solution made from eucalyptus pulp from certified forests – what a totally bonza idea!



### **Fill up on plastic-free household supplies**

Fill was one of our most exciting new additions of 2020. The glass-bottled household and personal care products are truly ground-breaking in the zero-waste world. Just like our milk and juice bottles, the empties are collected by your milkman to be reused as many times as possible before being recycled.



### **Planting trees**

Not only do our partners Coconut Collaborative make some of the most delicious treats for the vegan fridge, but they also make sure to give back to the environment by working with the Pur Project which plants thousands of coconut trees each year.





### **Finding the diamonds in the rough (or should we say, 'the Rubies in the Rubble?')**

We love working with Rubies in the Rubble because they're true pioneers when it comes to food waste. Fully understanding the travesty of perfectly good produce that's thrown away by supermarkets, they make the most delicious condiments from less-than-pretty but absolutely perfect fruit and veg that would otherwise go to waste.



### **Labels to love**

2020 saw the nature-friendly yoghurt maestros behind River Cottage go the final step to making their amazing yoghurts completely plastic-free. Enter the 'earth label' – a brand-new type of plastic-free label that remains on their glass jars of yoghurts without shrivelling or falling off in the fridge. We think it's sure to blaze a trail for countless other brands to follow.

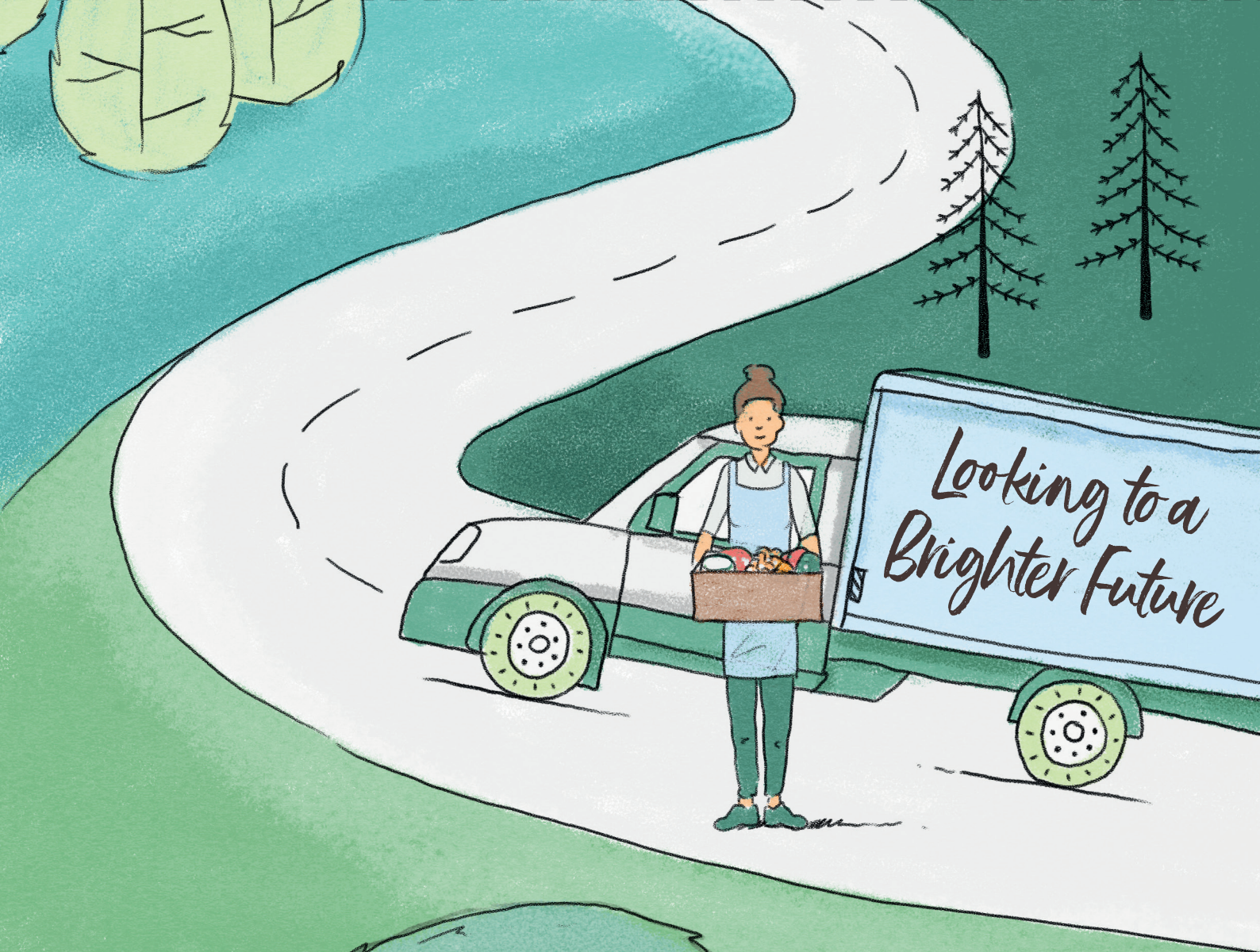


### **Bringing dairy-free to the zero-waste world**

Milk & More might be built on dairy, but we're proud to help the non-dairy communities reduce their plastic pollution too. Last year Oato joined our zero-waste range with their smooth oatly alternative to milk. This all-natural British drink joins the team of glass bottles that are reused 25 times on average before being recycled.







As you've seen, we already do a huge amount to make sure we fulfill our aim and the products and produce you get from us is of the highest quality and doesn't compromise on sustainability. We will never stop looking for new ways to make our business and our produce more sustainable for you, our community, and the planet. We promise.