

Impact Report 2022

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# HOW WE'RE CONTINUING TO MAKE A DIFFERENCE



**HARROGATE**  
SPRING WATER



## A MESSAGE FROM JAMES

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It gives me great pleasure to present our progress since being formally accredited as a B Corp in February 2020. Clearly the world has changed considerably in the two years that has since passed.

Each and every one of us has been significantly impacted during this time and I would like to offer my sincere heartfelt condolences for anybody that has suffered during this incredibly difficult period.

It is at this moment and upon this period of reflection that I owe significant gratitude to every one of my valued colleagues, business partners and family members at this time.

Thankfully our business remains intact and has come through the pandemic stronger than ever, not least since we became part of the Danone family, 1st July 2020. Our mission and values remain our North Star in governing our approach, earning us numerous accreditations, and safely guiding us through the most challenging of times.

Our commitment to B Corp continues to be our raison d'être as we continue to learn, adapt and push ourselves to improve in an ever-changing world. Throughout, we continue to be proud to do the right thing. I hope that the following narrative helps support our commitment to being part of this wonderful community.

*James*

James Cain OBE  
Managing Director



# ALWAYS SPARKLING\*

\*EVEN WHEN IT'S STILL



**HARROGATE**

SPRING WATER  
SINCE 1571

[www.harrogatespring.com](http://www.harrogatespring.com) | [@harrogatespring](https://twitter.com/harrogatespring) #DrinkOriginal



## PROUD TO BE A B CORP



In February 2020, Harrogate Spring Water became the first North Yorkshire company to gain B Corporation certification. We are very proud to be part of this global community of businesses, working together to be a force for good.

We are at the beginning of our B Corp journey, but our commitment to sustainability runs deep within our DNA. We were the first UK Natural Source Water producer to adopt a ground-breaking >50% post-consumer recycled content (rPET) across our entire range with all rPET sourced within the UK to minimise our carbon footprint as well as support the UK circular economy.

Our Harrogate site has been zero to landfill for over a decade and all of our packaging is 100% recyclable. This includes the bottle, label and cap.



Twist to shrink!



Our diamond bottles are a key example of smart packaging technology, designed to compact when twisting for easy recycling.

Achieving B Corp accreditation validates our environmental achievements, but more importantly it demonstrates our commitment to sustainability and our passion for helping to create long-term change.

With guidance from the international B Corp community, we will focus on continually improving our sustainability practices. By doing so, we will continue to make a positive impact to our communities and the planet.

# THE INCREDIBLE SHRINKING

# BOTTLE





# WHAT IS A B CORP BUSINESS?

Certified B Corporations meet the highest standards of accountability, performance and transparency across a range of factors. This includes environmental impact, employee benefits, charitable giving and supply chain practices.



There are currently **4,550** Certified B Corp businesses, spanning **78 countries**.

We are incredibly proud to count ourselves amongst this number.



B Corp certification is unique, in that it independently measures a company's entire social and environmental impact, evaluating how operations impact on colleagues, communities, the environment and customers in the pursuit of sustainable growth



It's a rigorous process, covering every area of a business. Recertification is required every three years to ensure continuous improvement, as outlined in this Impact Report. To achieve certification, companies must:



1

Demonstrate high social and environmental performance, achieving a B Impact Assessment score of 80 or above and passing a thorough risk review. This review is carried out by B Lab, the international non-profit network leading the B Corp movement



2

Make a clear legal commitment to accountability in our corporate governance. This means being legally accountable to all stakeholders, not simply shareholders, across our activities



3

Show transparency by publicly publishing performance information – measured against B Lab's rigorous standards. Information on Harrogate Spring Water's B Impact Score can be found at

<https://www.bcorporation.net/en-us/find-a-b-corp/company/harrogate-spring-water/>





# OUR IMPACT

## Overall B Impact Score



80

Overall B  
Impact Score



80

Qualifies for  
B Corp Certification



50.9

Median Score  
for Ordinary Businesses

Based on the B Impact assessment, Harrogate Spring Water earned an overall score of **80.0**.  
The median score for ordinary businesses who complete the assessment is currently **50.9**.



Governance  
**14.9**

**Governance** evaluates a company's overall mission, engagement around its social/ environmental impact, ethics, and transparency. This section also evaluates the ability of a company to protect their mission and formally consider stakeholders in decision making through their corporate structure (e.g. benefit corporation) or corporate governing documents.



Workers  
**19.9**

**Workers** evaluates a company's contributions to its employees' financial security, health & safety, wellness, career development, and engagement & satisfaction. In addition, this section recognizes business models designed to benefit workers, such as companies that are at least 40% owned by non-executive employees and those that have workforce development programs to support individuals with barriers to employment.



Community  
**20.8**

**Community** evaluates a company's engagement with and impact on the communities in which it operates, hires from, and sources from. Topics include diversity, equity & inclusion, economic impact, civic engagement, charitable giving, and supply chain management. In addition, this section recognizes business models that are designed to address specific community-oriented problems, such as poverty alleviation through fair trade sourcing or distribution via microenterprises, producer cooperative models, locally focused economic development, and formal charitable giving commitments.



Environment  
**24.3**

**Environment** evaluates a company's overall environmental management practices as well as its impact on the air, climate, water, land, and biodiversity. This includes the direct impact of a company's operations and, when applicable its supply chain and distribution channels. This section also recognizes companies with environmentally innovative production processes and those that sell products or services that have a positive environmental impact. Some examples might include products and services that create renewable energy, reduce consumption or waste, conserve land or wildlife, provide less toxic alternatives to the market, or educate people about environmental problems.



# WHO WE ARE



## Our mission statement:

We are proud to be carrying the baton for today's generation, to provide naturally sourced water from Harrogate for all to enjoy. We continue to strive in exceeding the expectations of our customers whilst constantly improving our operations and working practices



## Our vision:

Loved by consumers, admired by customers, respected by suppliers and competitors.



## Our company values:

Our values statement embodies the passion and commitment we demonstrate to all of our colleagues, customers, suppliers and communities, as well as to the environment:

'To operate with respect and integrity, whilst delivering excellence and the highest possible standard of service.'



We refer to our values statement as **RISE**.

**Respect**  
**Integrity**  
**Service**  
**Excellence**

# OUR ENVIRONMENT

## Sustainability: At our core

**Care for the environment and social responsibility are a key priority. We are one of the most environmentally efficient facilities in the world and used as an industry showcase. Our rapid growth in recent years has been achieved because of and not despite our commitment to sustainability and community involvement.**

We have one of the lowest water miles in the industry with 99% of all our raw materials being sourced within 110 miles of our facility. All our plastic bottle range includes >50% post-consumer recycled plastic sourced here in Britain.

Since 2016, we have championed charity Keep Britain Tidy to promote a sustainable recycling culture. Our joint campaign 'Twist it, Cap it, Recycle it' urges consumers to recycle their bottles responsibly, by twisting and capping, making bottles easy to carry to a recycling bin or take home for kerbside recycling. This pioneering campaign is helping drive behavioural change by highlighting the recyclability of plastic bottles and has been cited in Parliament as an example of good practice.

In 2022, we continue to work closely with our suppliers and customers to progress our B Corp responsibilities, reinforce our commitment to recycled PET and offset our emissions through the Carbon Trust.



## Working towards a circular economy – closing the loop

We are continually working with our partners and suppliers to promote a 'closed-loop' recycling system in the UK. Supporting a circular economy will help to divert recyclables from going to landfill, and improve recycling rates so that we can create more bottles from recycled plastic.



## What is a 'closed-loop' system?

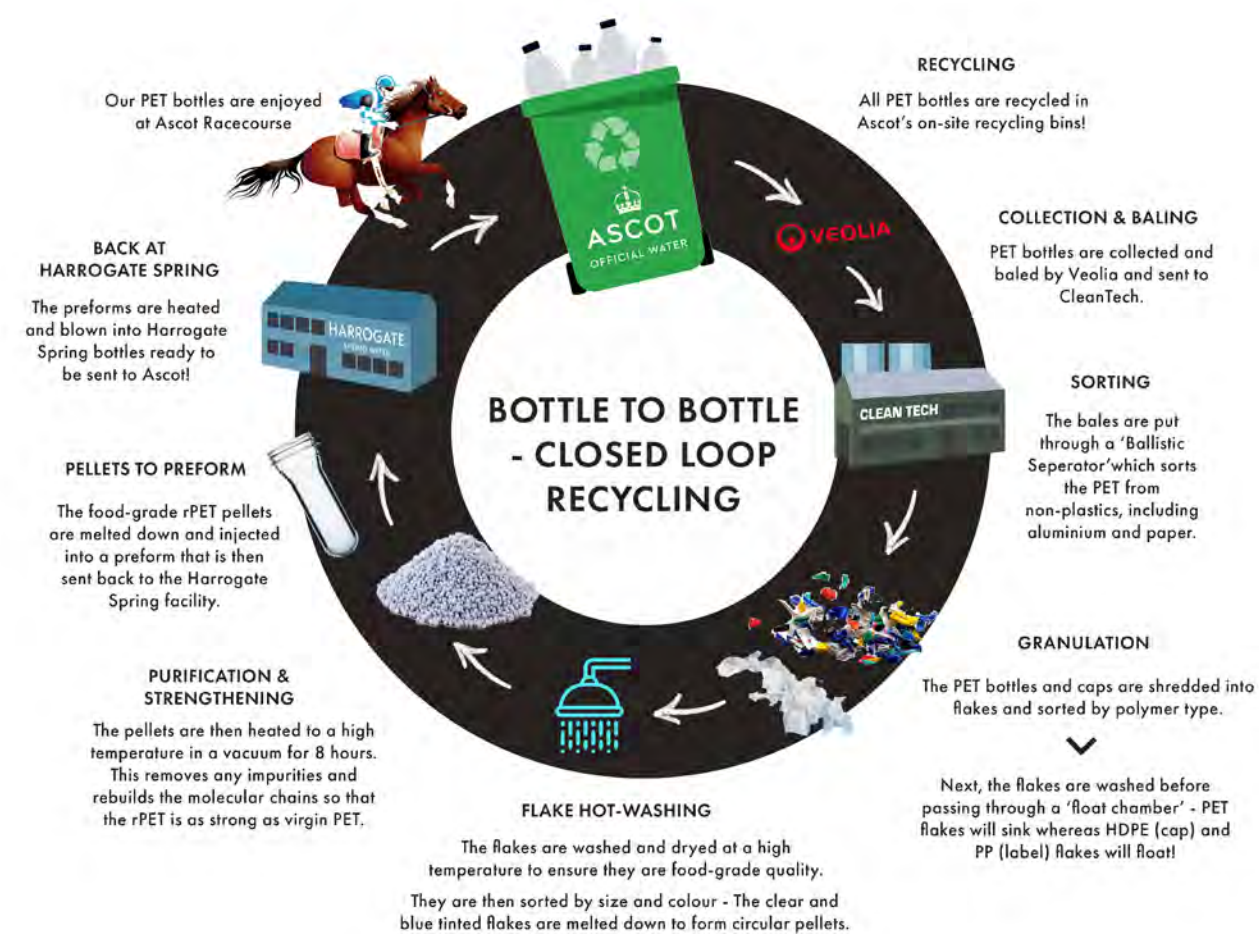
A closed-loop recycling system is the process by which a product can be used and recycled into a new product again and again.

This helps to:

- **Preserve** resources and raw material
- **Reduce** the environmental impact
- **Cut** pollution and emissions
- **Protect** wildlife
- **Minimise** landfill waste.



# CASE STUDY: ASCOT RACECOURSE



As Official Water Supplier of Ascot Racecourse, we have implemented a closed-loop recycling system.

All Harrogate Spring PET bottles used at Ascot are collected in dedicated bins around the site, and sent to our recycling partner, Cleantech. From here, these bottles are reprocessed and made into new bottles.



# CASE STUDY: ROAD CHEF



## Promoting Circularity in the Travel Sector



- We are proud to support our customer, Roadchef, with their 'Talking Rubbish' Campaign which will launch in Q2 2022.
- We will be placing branded PET recycling bins at every Roadchef service station in the UK. The bins are designed to draw the eye with their shape, colours and simple call-to-action to Twist it cap it recycle it.
- All PET bottles will be collected and taken to recycling facility, Cleantech in Lincolnshire to be recycled into new bottles.
- This closed-loop solution will help stem plastic waste exports and create a bigger market for recycled plastics here in the UK. We hope this example of best practise will set the standard for Motorway Service Areas (MSA's) and other businesses to follow suit.



# WHAT WE'VE ACHIEVED



Since 2020, our Harrogate site has been powered by **100% renewable energy**, resulting in zero Scope 2 carbon emissions.



We remove unnecessary packaging from our supply chain wherever possible. We have light weighted our bottles which is a process of reducing the amount of raw material to make it light in weight and volume, whilst keeping it strong and fit for use. **In 2021 alone this process has saved over 20 tonnes of material, reducing our carbon footprint by 55 tonnes of CO2'**



All halogen floodlights have been removed from our production site car parks and loading bays since 2020, and have been replaced with low-energy usage LED alternatives – **saving 8364 kWh or 1.78 tonnes of CO2e**



In 2021 **we commenced transitioning our company car fleet over to hybrid and fully electric alternatives.** This has saved **3.69 tonnes** of CO2e



**Free electric vehicle charging points** are available at our site car parks to encourage staff to switch to **electric or hybrid vehicles.**



We have participated in a **carbon offsetting initiative** with the liquefied petroleum gas (LPG) supplier to our Harrogate site since 2020. This ensures that all related emissions are offset using **certified gold standard** offsetting projects. This year we offset against community based projects from the below link.

<https://www.carbonfootprint.com/carbonoffsetprojects.html>

<https://www.flogas.co.uk/home/carbon-offsetting>

## What are Scope 2 carbon emissions?

Scope 2 emissions are the indirect emissions generated by the production of purchased electricity, heating, and cooling. Companies that identify emissions hotspots in their Scope 2 can quickly reduce them by switching to renewable energy sources.



## Our commitments

- We remain on-track to increase the recycled content in our bottles to 100% by 2025
- We are focusing on replacing all gas forklift trucks on our site with 100% electric forklifts from 2022
- We are committed to the ongoing reduction of our carbon output wherever possible



# OUR PEOPLE

Like many businesses across the world, we have faced significant challenges due to the COVID-19 pandemic, but we have remained resilient throughout. Our focus during this time has been on retaining our staff and keeping our business operational.



We have worked hard to support our people, utilising appropriate initiatives to uphold job security even at the height of the pandemic. We have also increased our employee communications, providing an update to all employees on a weekly basis to ensure they felt informed and reassured throughout.

We are proud to say that no job losses were suffered as a result of the coronavirus pandemic. In fact, in 2021 we increased our headcount due to higher product demand.

Our commitment to our people is a crucial part of our wider corporate social responsibility. As a B Corp, we take the wellbeing of our staff extremely seriously, and have upheld this throughout even the most challenging periods of the pandemic.



## Employee Assistance Programme

We continue to support all staff through our Employee Assistance Programme, providing 24/7 support to our colleagues. This online resource, available via an app, offers a wealth of free guidance and support spanning Life Support (legal & financial, technology & internet, bereavement & loss) Physical Health (heart health, stopping smoking, cancer awareness, etc) and Emotional Health (anxiety, depression and stress).

## HR Information System

We have recently launched an HR Information System, which will be rolled out over the coming months. This new system will give our staff the ability to view company documentation, book holidays, review performance records and view working patterns.

By introducing this new system, we are widening inclusion for our manufacturing colleagues, who traditionally have not used business email or shared computer drives.

## Flexible Working

With the coronavirus pandemic highlighting the benefits of flexible working, and following positive staff feedback, all office-based staff at Harrogate Spring Water are now offered flexible working.

As a result of the pandemic when we acted swiftly to enable all office-based colleagues to work from home, it became apparent that whilst not everyone enjoyed working from home, there were some benefits to being able to work from home. We therefore agreed to hybrid working which permits colleagues to work from home and from the office. This approach gives colleagues the freedom to be able to work from home in a quieter atmosphere affording them the opportunity to focus on a piece of work when required. It also gives the freedom to be at home for practical reasons unrelated to work, i.e. accepting deliveries, being able to continue to work whilst isolating due to Covid in their household and not suffering with symptoms. We have found that as a result of working from home/hybrid working, productivity has benefitted.

## Commitment to Our People

Since the business was acquired by Danone in July 2020, we have worked hard at aligning our businesses. We have been fortunate enough to make improvements and enhancements on our journey and going forward we will be introducing the following;

### Paternity Leave Policy

- During 2022 we will be introducing an enhanced Paternity Leave Policy.

### Long Service Recognition Award Scheme

- The scheme will recognise service in 5 yearly increments with time off and a financial payment rewarding our people for their commitment and service.

### Total Reward Package

- We have committed to conduct a review of our total reward package and will be looking to maximise our benefits offering to our colleagues



# OUR COMMUNITY



At Harrogate Spring Water, we have always been a community-centred business, and we remain focused on being a force for good within the community.

As Britain's oldest bottled water, with a history dating from 1571, we're firmly committed to the people of Harrogate and the continued legacy of this historic spa town.

During the coronavirus pandemic, we were humbled by the fantastic community spirit around us, and felt it was our duty to support local people and organisations wherever possible.

As a key supplier to the NHS, we stepped up to provide free water to health workers, as well as supplying local vaccination centres to ensure that volunteers and the public were well hydrated and cared for.

We also provided support to a number of community projects, including local care homes and food parcel initiatives.

The Manor House  
HARROGATE | YORKSHIRE

Sop  
Supporting older people

Harrogate Hospital & Community Charity

Supporting charitable organisations, events, local businesses and community activities is a core pillar of our local sponsorship strategy. For example, we run a quarterly Community Chest Award, during which staff at our main Harrogate site can nominate a local charity of their choice to receive a £250 donation. To date, over 24 charities have received donations through the Community Chest Award. From 2022, we have committed to increasing the cash donation to £500 per quarter.



## Community Chest initiative

Through the Community Chest initiative our staff have nominated charities which are particularly special to them. One of the recipients of the award is Horticap, a registered charity with qualified staff and a team of volunteers who provide adults with learning and other disabilities training in horticulture, allied crafts and rural skills. Another is Friends of Alfie Martin, a charity which aims to preserve and protect the health of newborn babies by providing or assisting in the provision of neonatal equipment and transport equipment.



## Harry's Heroes

In 2021, we led a local initiative, in partnership with the Harrogate-based publication The Stray Ferret and former BBC Look North presenter Harry Gration, to find the people in the Harrogate area doing exceptional things to help others in the community.

We asked the public to submit their nominations, with a podcast created with Harry Gration and The Stray Ferret to highlight the very personal stories of our six finalists. The winner decided by public vote, local teacher Helen Mackenzie, was recognised for her tireless work for the community. In 2019, Helen launched the Back to Basics (B2B) project, providing food to those in need. Throughout the pandemic, Helen fundraised, collected donations, shopped, packed and delivered essential supplies to local people.





# SUMMARY

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We would like to take this opportunity to say a huge thank you to our staff, customers, suppliers and the whole community who have all played an instrumental role in our B Corp journey.

We continue to be inspired by the work of our B Corp friends, and we're really excited for what the future holds as we further integrate into the Danone business. The last two years have been a period unlike any other, with all of us facing a multitude of challenges caused by coronavirus. However, throughout it all we have been determined to uphold our commitment to responsible business practices.

Through our dedication to sustainability, the environment, people and communities, we are proud to be leading the way as a B Corp business.

As the world emerges from the pandemic and we look to grapple with the magnitude of the climate crisis, we continue to work with our customers, suppliers, customers and industry peers to protect our planet for generations to come.



**HARROGATE**  
SPRING WATER

