

Our impact 2024

Creating value. *Changing lives.*

COMPANY
SHOP
GROUP

Part of the **Biffa** group



The surplus stock people



“Joining Company Shop Group has been an incredible journey, and I am so proud to be part of an organisation that transforms surplus into meaningful impact. Over the past year, we’ve supported more families, saved more products from going to waste and strengthened our partnerships across the industry. This report highlights not just the numbers but the lives we’ve changed along the way. We’re committed to doing more in the coming year, because every surplus product saved is an opportunity to create value for people, planet, and industry.”

Chris

Chris Burns
Group Managing Director,
Company Shop Group

**As the UK's leading
redistributor of surplus
products, we work hand
in hand with the industry
to ensure no good product
goes to waste.**

Over the past 12 months, our impact has grown stronger than ever. Through our network of surplus supermarkets and our award-winning social enterprise, Community Shop, we have turned surplus into savings, support, and sustainability.

Every product we redistribute helps protect the planet, supports families in need, and creates value for our industry partners. This report details the tangible difference we've made, showcasing how surplus needn't be a problem but an opportunity for meaningful change.



**Every potentially
wasted product presents
an opportunity, an
opportunity for change,
for sustainability and
for creating value across
the supply chain.**

Last year we redistributed

113m

products

We redistributed over
46,000T
of food & drink

That's the
equivalent of over
110m
meals



Which is like feeding
the whole of the UK
1.6 times

We've washed
7.8m
bottles in the
last 3 years



and relabelled
55m
products in the
same period



2024

We saved our
members
£130m
on their shopping
*and welcomed
lots more too!*



We paid back
£49m
to our industry
partners

And in the last
5 years, we've
paid back
£188m

We've saved the
equivalent of over
124,000T
of CO₂ from
redistributing waste

Making every surplus product count

Through our unique and scalable model, we offer our stock partners tailored solutions to manage their surplus efficiently. From flexible redistribution models to innovative intervention strategies, we unlock value at every stage of the supply chain.

Working with us is seamless, beneficial, and impactful, which is why we're trusted by over 800 retail and manufacturing partners. Our comprehensive approach to surplus redistribution creates value on multiple fronts - offering easy surplus management that enhances environmental and social responsibility while delivering financial returns.



In the last 5 years we've paid

£188m

back to the industry

*That's money direct
to the industry that
can be reinvested
for the future.*

“At Company Shop Group, our impact goes beyond redistribution, it’s about reinvestment. Every surplus item we save strengthens our communities, reduces environmental waste, and returns value to our industry. Community Shop is at the heart of this, providing vital support for families while ensuring surplus serves a greater purpose. Together, we are making redistribution work for everyone.”

Charlotte Slack
Head of Partnerships,
Company Shop Group



We're making every effort to protect our planet.

Did you know that if food waste were a country it'd be the

3rd

largest emitter of greenhouse gasses after USA and China

Source WRAP

It's one of the many reasons we're

committed

to helping create a world with less waste

→ Through redistributing surplus that naturally occurs within the manufacturing process, we can help avoid the negative impact waste has on the environment.

This year alone...

we've saved

124,000T

of CO₂ through
redistributing
surplus

That's the
equivalent of
taking over

72,000

cars off the road
in a single year

or like growing

2 million

tree seedlings
for ten years

Community Shop is our award-winning social enterprise and the UK's first social supermarket, which aims to tackle the root causes of food insecurity.

Community Shop





“This year, as part of our wider impact, we proudly launched a pioneering whitepaper on the future of food aid in the UK. Alongside our day-to-day work in communities, this report reinforces our commitment to real, lasting change, ensuring food aid moves beyond crisis response to restore dignity, build resilience, and empower people for the long term. We are dedicated to delivering on the three key asks outlined in the report, working with policymakers, businesses, and communities to use surplus as a force for good and create a future where food aid drives opportunity not dependence.”

Gary Stott
Executive Chairman,
Community Shop CIC

One shop, three Connected spaces

Community Store **Community Hub** **Community Kitchen**

Members saved

£11.8m

on their shopping

We've delivered over

54,000

personal development
programmes

We've made over

120,000

kids meals for free



We've supported over
31,700
families in the last year

We've created
11.2m
equivalent meals from surplus



with over
120,000
kids meals eaten for free in our Community Kitchens

Our Award-Winning Social Enterprise
Community Shop



2024

We've saved members
£11.8m
on their shopping bills



supporting members across the UK

We delivered over
54,000
personal development programmes

with over
3,100
people going into higher education opportunities

Over
2,800
people supported through our Progress Academy

“An individual’s journey at Community Shop is unique – we hope to provide the opportunity for our members to ‘restore meaning’ to their story through our interconnected offer. Conducting research with our members is essential for us to continually develop our provision and a channel for the ‘quiet voices’ in our communities to be heard. Through our understanding we can continue to gain vital insight into social and health inequalities to provide tailored life-changing support.”

Joseph

Joseph Chow
Head of Impact,
Community Shop CIC



96% of members
say their quality of
life has improved.

94% of members
feel optimistic when
spending time at
Community Shop.



Our Award-Winning Social Enterprise
Community Shop

90% of people feel
valued as a member
of Community Shop.

The surplus stock people

97% of members
feel **Community
Store** has helped
save money this year.

Community Store



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90% of members
felt **Community
Kitchen** has helped
build up their food
knowledge.

Community Kitchen

92% of members
feel **Community
Hub** offers support &
advice to deal with
my problems.

Community Hub



The surplus stock people

Food insecurity remains a growing challenge in the UK, requiring urgent, sustainable solutions. *Our pioneering whitepaper sets out a clear vision for the future of food aid, one that moves beyond short-term crisis response but sets about creating long-lasting change.*

Within the report we outline three key recommendations aimed at reshaping food aid policy and practice, ensuring dignity, resilience, and empowerment for communities across the UK.



The future of food aid in the UK.

Our recommendations

To explore these recommendations in full and understand how you can support this vision, [read the full report here...](#)



The solution to wasted food

In the UK, 10.7 million tonnes of food is wasted every year. There is an urgent need to scale up efforts to reduce the amount going to waste further up the supply chain, by leaning on experts in redistribution who have the scale, capacity and interventions necessary to offer pragmatic solutions for the industry.

Only through mandating food waste reporting in line with the hierarchy and realistic timescales, and with Government providing equal support and signposting to services across the whole redistribution sector, including commercial redistributors, can we tackle unnecessary food waste and achieve net zero.

The solution for hungry people

With nearly 10 million people in the UK, including 3 million children, currently classed as food insecure, and 5.7 million households cutting or skipping meals, we must move away from providing emergency relief that serves only as a temporary fix. Instead, holistic, sustainable aid models which offer longer-term, person-centred support which truly tackles the root causes of food insecurity must be prioritised.

If future food security policy focuses on outcomes, rather than processes, and the Government takes demonstrable action to evolve policy away from supporting food banks toward sustainable, longer-term models such as social supermarkets, then we have the greatest chance of breaking long-term aid dependency and creating lasting legacies for individuals and communities who need it most.

The solution for avoiding missed potential

People experiencing food insecurity are more than twice as likely to have had adverse life events than those who are food secure, in addition to facing increased mental, emotional and physical challenges. To effectively address food insecurity, alleviating challenges to food access is only a starting point.

It must be coupled with longer-term financial, educational, training and wellbeing support to genuinely improve an individuals' overall circumstances, ideally delivered through physical infrastructures such as shops and hubs. This can be supported by new powers being given to local authorities to take over unused buildings for vital community use.

The surplus stock people



**For over 50 years, we
have been turning surplus
into opportunity, helping
businesses recover value,
supporting communities,
and protecting the planet.
*But our work doesn't stop here.***

Every year, we push further, finding new ways to expand our impact and deepen our partnerships. Our success is built on collaboration, and your surplus stock is at the heart of everything we do. Whether you're looking for a financial return or a way to support communities, we can ensure that no item goes to waste.

**Together, let's make every
surplus product count.**

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companyshopgroup.co.uk