



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."

hris

Chris BurnsGroup 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.





Last year we redistributed



Impact Report 2024

We redistributed over 46,000T of food & drink

That's the equivalent of over **110m** meals



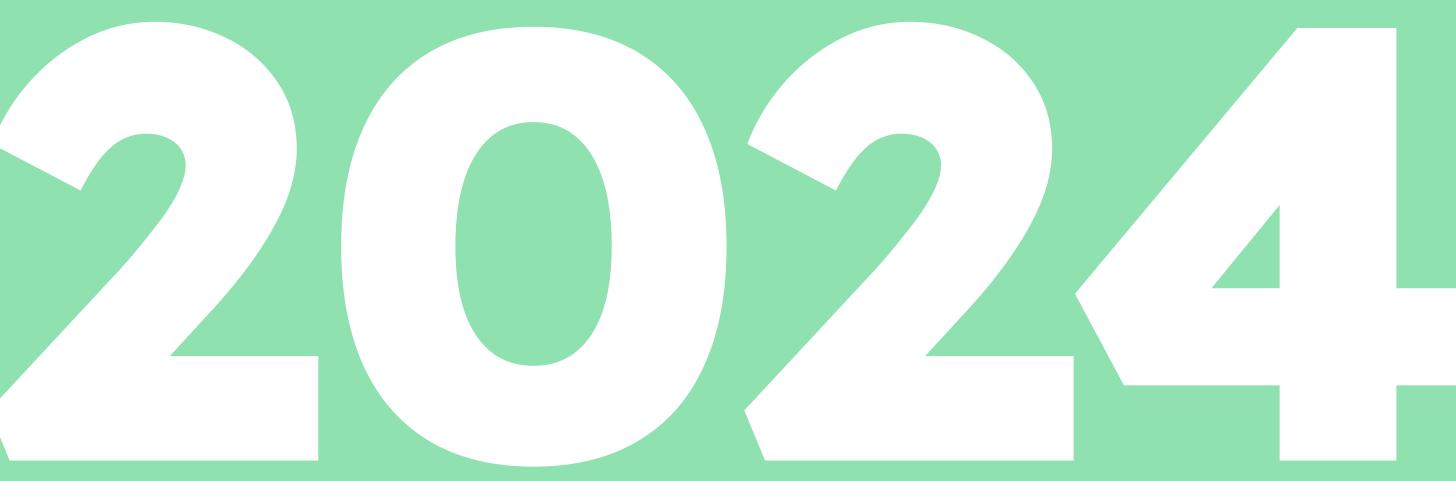
Which is like feeding the whole of the UK

1.6 times

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







55m
products in the same period

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



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

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



back to the industry

Impact Report 2024

"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 SlackHead of Partnerships,
Company Shop Group





It's one of the many reasons we're COMMINGTONIANT TO THE COMMINGT

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.



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

The surplus stock people

Impact Report 2024







Impact Report 2024 Community Kitchen We've made over kids meals for free **COMPANY SHOP GROUP** The surplus stock people Part of the **Biffa** group



We've supported over

31,700 families in the last year



We've created

11.2m

equivalant meals from surplus





with over

120,000

kids meals eaten for free in our Community Kitchens Our Award-Winning Social Enterprise

Community Shop













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

Impact Report 2024



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

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





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

The surplus stock people

Impact Report 2024

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

Community Store





Our Award-Winning Social Enterprise

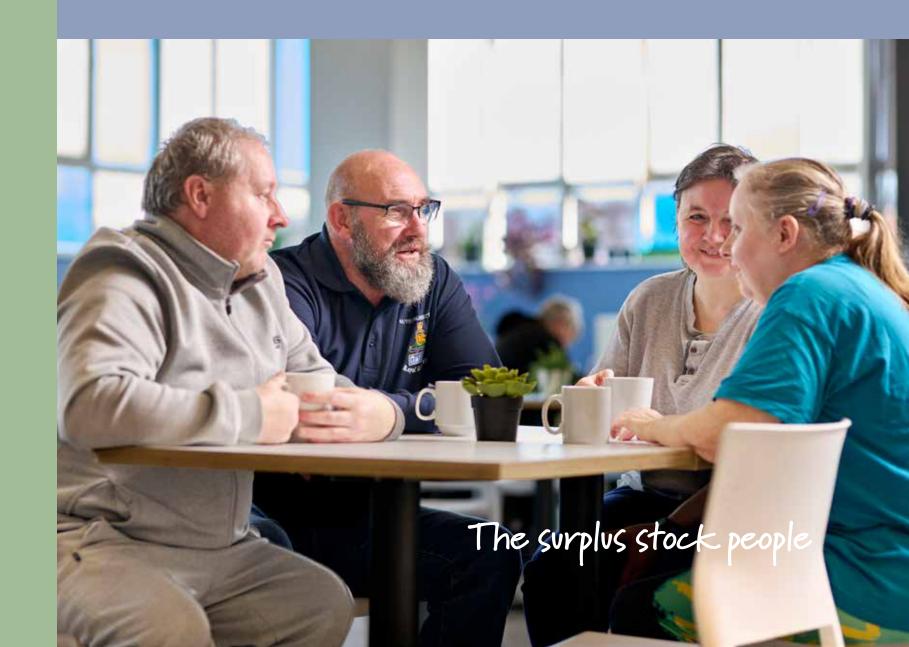
Community Shop

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 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...**













n 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

ith 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

eople 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.



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.

COMPANY SHOP GROUP

Part of the **Biffa** group

companyshopgroup.co.uk