



Thetford
Garden Centre

THETFORD GARDEN CENTRE LTD

IMPACT REPORT 2024

Certified



Corporation™



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OUR MISSION

Our vision over the past 40 years, as an independent, family-run business, has been to thrive at the heart of the local community. Our ethos is simple: supporting local. Whether this be through supporting the local community, supplying the local community or serving the local community, we will strive to prioritise local suppliers, local partnerships, the local area and local people. Our mission is to ensure the physical environment and experience make customers feel comfortable, relaxed, positive, welcomed, accepted, appreciated, satisfied, and respected, and that they belong and feel happy when with us. We take our social and environmental decision making very seriously, aiming to create a sustainable, happy, healthy, and fundamentally kind environment, for all.

B Corp - What's It All About?

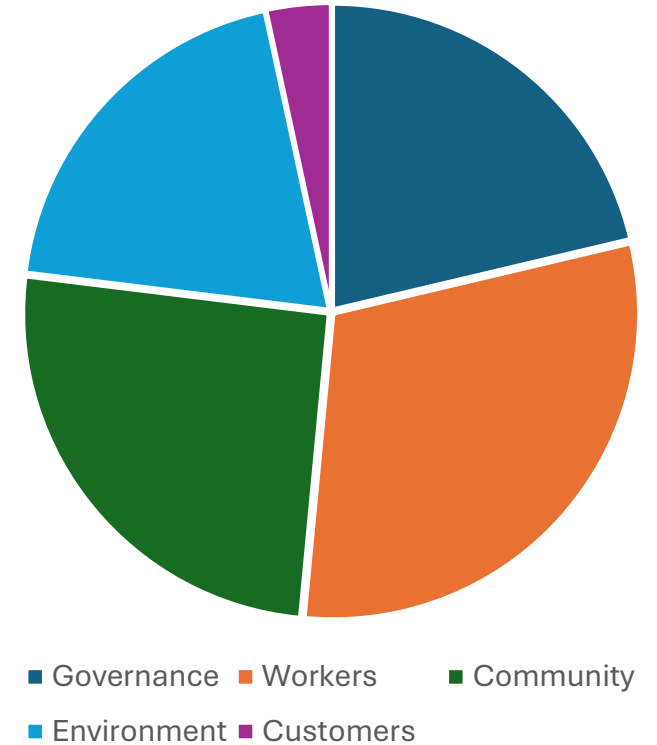
Certified B Corporations, or B corps, are companies verified to meet high standards of social and environmental performance, transparency, and accountability.

From 2023-24, we, at Thetford Garden Centre worked hard on proving that we are a worthy company to display the B Corp logo with pride and join the other companies who are part of this amazing collective.

It wasn't an easy ride. We proved that we are a part of the B Corp movement in making our store a better, safer and more sustainable place for our customers to shop, eat and spend time in.

Showing our B Corp Accreditation also means that we must continue to strive and improve each and every year to ensure a better place for people and planet.

B Corp Scores



Overall Score for 2024: 80.5





GOVERNANCE

2024
SCORE

17.0

At Thetford Garden Centre Ltd, governance is rooted in integrity, transparency, and accountability. Our family-run business has thrived for over 40 years by maintaining strong ethical standards and fostering a culture of trust. We are committed to responsible decision-making, ensuring that our practices align with our mission to support and benefit the local community.

METRICS

- 100% of managers have social or environmental responsibilities in their job descriptions
- 100% of managers had a formal written performance evaluation in the last year that included social or environmental goals

HIGHLIGHTS

- Social and environmental responsibility integrated into employee training
- A formal plan for stakeholder input, with results reviewed by the Board
- Public disclosure of environmental performance, following third-party standards
- Anti-corruption policies, with annual training and a whistle-blowing policy
- Strict IT security and financial controls, ensuring transparent and secure operations

GOALS/NEXT STEPS

- Continue to build understanding of our consumers needs
- Continuation of monthly customer incentivised surveys



COMMUNITY

2024
SCORE

20.8

Supporting the local community is at the heart of Thetford Garden Centre Ltd's mission. We actively engage in local partnerships, prioritize local suppliers, and participate in community initiatives. Our goal is to strengthen our ties with the community, ensuring that our business serves as a positive and integral part of the local area.

METRICS

- 50%+ managers identify as women
- 30%+ of workforce under the age of 24 or over 50
- 25%+ Cost of Goods Sold spent on local suppliers
- 50%+ ownership of company from non-accredited investors

HIGHLIGHTS

- Proudly led and majority-owned by women
- Active tracking of workforce diversity
- Partnerships with local schools
- Regular donations to community groups and charities

GOALS/ NEXT STEPS

- Staff engagement within local volunteer programmes
- Continued charitable donations
- Development of Woodland Walk Conservation Volunteer Group



WORKERS

SCORE
2024

24.0

Thetford Garden Centre Ltd values its workers as the foundation of its success. We prioritize their well-being by fostering a positive work environment, providing fair wages, and ensuring opportunities for growth and development. Our commitment to our team reflects our broader ethos of creating a sustainable, happy, and healthy workplace.

METRICS

- All team members received skills-based training in the last 12 months
- 10+ hours of average employee training in the last 12 months

HIGHLIGHTS

- Team Member Reward Card Scheme and staff discount up to 20% depending on length of service
- Access to wellbeing services, counselling services, and ergonomic safety programs to promote employee well-being, wellness incentive
- Rigorous safety programs to promote inspections, worker involvement, and accessible safety procedures for all staff

GOALS/NEXT STEPS

- Continuous training and development
- Job swap programme implementation
- Improved in-store incentives and discounts
- Following extension of building, improved staff room facilities and perks
- Regular staff surveys



ENVIRONMENT



Thetford Garden Centre Ltd is dedicated to environmental stewardship. We implement sustainable practices, including specialized waste management and recycling, to minimize our environmental impact. Our commitment to preserving the physical environment reflects our broader mission to create a healthy and kind space for both our customers and the planet.

METRICS

- Over 20% improvement in energy efficiency through LED Lighting, Capillary Matting, Electric Vehicle Charging and our November 100 Initiative

HIGHLIGHTS

- Prioritizing environmentally friendly practices in cleaning, food services, office supplies, and paper
- Limiting corporate travel through virtual meetings
- Implementing water-saving technologies, including low-fixtures and rainwater conservation
- Monitoring waste

GOALS/NEXT STEPS

- To continue to monitor waste production and raise awareness of sustainable practices
- To reduce Scope 1 & 2 carbon emissions by 25% by the year 2030
- Following extension of building, incorporate energy-saving improvements over to coming years
- Reduce waste



CUSTOMERS

2024
SCORE

2.8

Customers are the focus of Thetford Garden Centre Ltd's mission. We strive to create a welcoming and inclusive environment where every visitor feels valued and respected. Our dedication to providing exceptional service and a positive experience ensures that our customers leave feeling satisfied and appreciated.

METRICS

- 100% of products covered by a formal warranty or guarantee
- Over 10% of products with quality certifications

HIGHLIGHTS

- Product guarantees and third-party quality certifications
- Accessible customer service with prompt response times and live support.
- Monitoring customer satisfaction, meeting specified targets
- Strict data privacy policies, with GDPR compliant strategies and employee training

GOALS/NEXT STEPS

- Regular incentivised customer surveys
- Constant customer service assurance training and knowledge sharing

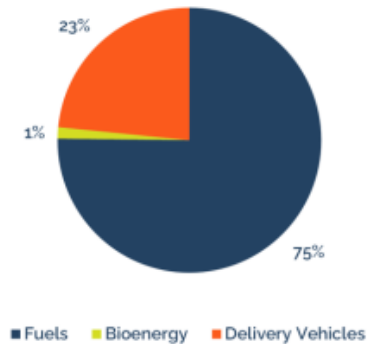
Our Business Carbon Footprint

Scope 1 Breakdown

The data was sourced from an internal survey at Thetford Garden Centre.

75% of scope one emissions are from natural gas use on site. Vehicle fuels for the two vans makes up the majority of the rest, with a small contribution from bioenergy (burning logs).

Scope 1 Total = 70.5 t CO₂e

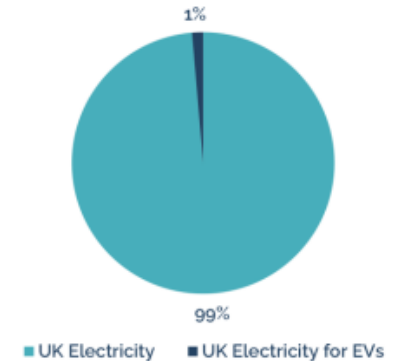


Scope 2 Breakdown

The data was sourced from an internal survey at Thetford Garden Centre.

Scope 2 is nearly entirely from grid supplied electricity. A 1% contribution is from electricity for the company EV.

Scope 2 Total = 60.1 tCO₂e

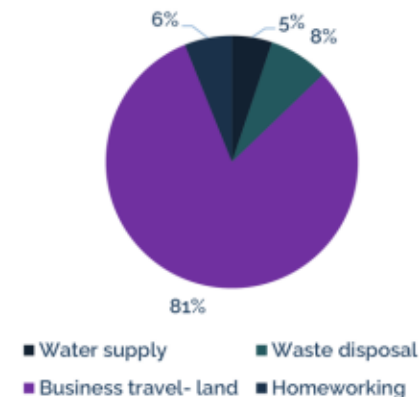


Scope 3 Breakdown

The data was sourced from an internal survey at Thetford Garden Centre.

The bulk of scope 3 emissions (81%) come from staff commuting. The survey only captured 7 of the 83 staff and therefore the realistic figure will be significantly higher.

Scope 3 total = 10.3 tCO₂e



WHAT'S NEXT?

We plan to continue to create new ways in which to be more sustainable. With the creation of a new office facility within which we have incorporated energy saving devices, heating, and hopefully a reduction in our emissions, we will be improving standards for our staff and in turn, for our customers, and the planet.

Year on year we aim to reduce our electricity, gas, and water usage by approximately 8.5% in order to reach Net Zero by 2050. Obviously, some emissions are unavoidable but those that we can work on, we will strive to reduce.

Our in-house Sustainability Action Group will also continue to create ways in which we can help including sourcing more local suppliers, procurement from sustainable companies, and highlighting the benefits of becoming a Certified B Corporation.





Thank you for taking the time to read this report. If you have any questions, please e-mail us at customerservice@thetfordgardencentre.co.uk

