



# Fuel the future

## Sustainability Plan

**mfg**  
motor fuel group

# Welcome

Introduction from William Bannister, CEO

At MFG, we always strive to be responsible in the way we run our operation, and to behave as a good corporate citizen. Not only is this essential to our long-term success; it's simply the right way to carry out our business activities.

Our sustainability plan introduces our strategy and targets, how we're meeting them and the initiatives we are introducing to make a greater impact. Sustainability has long been a core part of MFG's culture: whilst we realise that we're on a journey, we recognise that more can and must be done by all of us.

Please do contact us if you have any questions.

"Sustainability has long been a core part of our culture"

William Bannister,  
Chief Executive Officer

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# Fuel for your life – now and in the future

We are MFG, the largest independent forecourt operator and arguably the fifth largest convenience store operator in the United Kingdom. From over 900 stations across the country we sell c4bn litres of fuel, provide electric charging for over 110m miles, sell over 5m meals, sell over 20m cups of coffee and valet over 2.5m cars a year.

But the way we move and the way we live is changing. Climate change and rapid urbanisation are creating a future in which we transition to fully electric mobility and look locally to provide all our daily needs. On the forecourt of the future your vehicle gets charged, you pick up your deliveries, do some work in the café, have a coffee with friends or buy some groceries. The forecourt is the community service hub now and in the future.

Our ambition is to fuel this future. We have an opportunity and a responsibility to play a pivotal role in the transition to a more sustainable future. As part of our dual fuel strategy, we are directing investment from fossil fuels into electric vehicle charging facilities and upgrades of our forecourts into service hubs that provide a safe, sustainable and resilient future.



Putney service station: our newest addition to a dual fuel future

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# Focusing on what's important

## Defining our material issues

We identify and prioritise the sustainability issues that are likely to have the greatest impact on our business, and are of greatest concern to our stakeholders. To do this, we engage with customers, employees, contract managers, suppliers, communities and landlords regularly.

We also look at wider issues such as government initiatives, regulation, and accounting and sustainability reporting frameworks to help us shape our thinking and set our sustainability strategy. Of particular importance have been the United Nations (UN) Sustainable Development Goals (SDGs) and on the right we outline how our material issues align with the UN SDGs.

Based on our assessment we have identified the following as our material issues:

- Our carbon footprint
- Our environmental impacts
- Equal opportunities
- Health & safety of all visitors
- Rewarding careers
- Good governance
- Risk management
- Economic impact
- Community quality of life

## Aligning our commitments with the UN SDGs

We focus on the SDGs where our business can make the greatest impact and where we can affect the greatest change

### Climate change and carbon reduction



7.2 substantially increase the share of renewable energy



9.4 upgrade infrastructure and retrofit industries to make them sustainable



13.1 strengthen resilience and adaptive capacity to climate-related hazards

### Health & safety of all visitors & good governance



3.9 substantially reduce the number of deaths and illness from pollution

### Equal opportunities & rewarding careers



8.8 protect labour rights and promote safe and secure working environments for all workers



5.5 ensure participation and equal opportunities at leadership level

### Economic impact & community impact



11.3 inclusive and sustainable urbanisation

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# Our strategy is to fuel the future



## OUR SUSTAINABILITY STRATEGY

### Fuel a greener world

We make it easier to be greener. We are a leading part of the UK mobility transition to a net-zero world.

### Fuel a better world

We make local communities more resilient and adaptive through our community hubs.

### Fuel a safer, more diverse world

We support the local community and embrace diversity and equality, providing a safe environment for all who visit.

#### How we help others

- Making it safer, more convenient to fuel your car, buy your food and do your chores
- Making the world a greener place through investment

- Feeding local community with 'too good to go'
- Providing healthy food options in our shops
- Enabling people to buy local

- Making it easier to fuel your car and shop through the adoption of our disability access app

#### What we do ourselves

- Powered by 100% renewable energy in the future
- A dual fuel strategy to enable our customers to keep mobile and transition to a cleaner way of driving with EV

- Provide all employees with two paid volunteering days annually
- Extensive fundraising for charity
- Support the less fortunate

- Diversity in our business
- Keep our people safe
- Enhance employee engagement

#### The foundation

- The proceeds of retail and fuel business provide the funding strength to invest in a better, cleaner future

- Be a good neighbour
- Provide facilities for the local community for fuel, food and services

- Culture of no harm
- Training & development focus

#### Targets

- To provide electric vehicle charging facilities capable of supplying 110m miles annually
- To strive for zero pollution at all MFG locations arising from loss of primary containment
- To reduce carbon emissions by 30% by 2030
- To reduce energy usage by 30% by 2030 based upon a 2020 baseline
- To ensure a net biodiversity gain in new developments from 2022

- To support our charity partners
- To continue to improve our GPG metrics
- To improve our employee training and development offering

- Ensure compliance with HSE-related legal and regulatory obligations
- To strive for zero harm to customers, employees, suppliers and all who visit MFG locations

Underpinned by good governance, effective risk management and ethical behaviour reflecting our values and culture

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# Turning promises into actions



## Fighting food waste one forecourt at a time

Did you know that around one-third of all food is wasted? In the United Kingdom alone, 10.2 million tonnes are thrown away every year, or about 156kg per capita (WRAP, 2018 data). As we play an increasingly important role as a community hub, we wanted to do our bit to fight food waste and help our neighbours in the process.

In August 2020, at our direct managed sites, we began working with Too Good To Go, the anti-food waste app, to reduce food wastage and provide low cost food to people living near our sites. Since then we have saved over 22,000 meals from being thrown away, reducing over 55 tonnes of carbon emissions in the process. In 2021, we're expanding this to our Greggs outlets and, as of August 2021, began to promote it in our franchise network too. At the end of October 2021 already around a third of our sites had joined Too Good To Go.



## Driving the change to a sustainable future

Although at present our main sources of revenue come from sales of traditional hydrocarbon fuels, we have one of the most ambitious self-funded programmes for the installation of electric vehicle (EV) ultra-rapid charging infrastructure of any company in the UK. It is our ambition to provide the capacity to supply an extra 110 million miles of EV power in 2021 alone through a national network of charging hubs, and by doing so we hope to do our part encouraging consumers to make the switch to an electric vehicle.

In addition, we are also working to make our own facilities more sustainable and have committed to reducing our electricity consumption and carbon emissions to 30% of 2020 levels by the year 2030. We only purchase electricity from suppliers who can provide 100% Renewable Energy Guarantees of Origin (REGO) backed supplies and actively looking to reduce our consumption through prudent asset replacement initiatives and use of energy management hardware systems across our estate.



## Reaching and supporting cancer-affected neighbours

MFG have a long history of supporting charities that are active in the communities that our sites serve. For instance, during the COVID pandemic we raised over £250,000 for NHS Charities Together through customer donations at our sites. In April 2021, we selected Macmillan Cancer Support as our charity partner, reflecting the impact that the COVID pandemic has had on cancer-related support services.

Fundraising is a big part of what we do: we've introduced charity payroll giving for our people and we're encouraging sponsored events with our contract managers and staff. In the first six months of our partnership we raised over £370,000. In addition, we're providing free advertising space to Macmillan to advertise their support line number at many of our fuel pumps to further extend their reach to cancer-affected communities.

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# Managing and disclosing our sustainability performance

## Managing sustainability

Our sustainability strategy and targets are set by the Board, which meets monthly and discusses sustainability quarterly. The Board oversees our performance through the full suite of indicators related to our strategy.

Our leadership team is responsible for implementing and executing the sustainability strategy. It has delegated this responsibility to the Sustainability Steering Committee.

The Steering Committee includes executive and non-executive representatives. It directs all

sustainability-related activities across the company, monitors progress and meets quarterly.

Ownership of specific sustainability initiatives and targets sit at functional and divisional level and is driven by those teams.

The risks and opportunities around sustainability are identified and are reported through our internal risk processes, which means that material sustainability risks are reviewed by the leadership team and the Board.

## Disclosing our performance

We believe that at the core of sustainability is a desire to be transparent. Our sustainability strategy builds on this.

We will provide an update every year in our Report and Financial Statement on our sustainability performance. This will include the following:

- Section 172 statement on stakeholder engagement
- Risk and principal uncertainties report
- Sustainability Report (including SECR)
- Our strategic and business report

In addition to these statutory disclosures, we will also report on the Task Force on Climate-Related Financial Disclosures (TCFD) from 2023 and use our website and social channels to share additional case studies and achievements.

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