

DAY IN, DAY OUT.

WE TURN PROBLEMS INTO POTENTIAL.



DELIVERED BY
**COMPANY
SHOP
GROUP**

THE SURPLUS MANUAL 2021 EDITION

At Company Shop Group, we don't suggest that we know everything about surplus stock management, but we do know that we have learned a lot over the last fifty years. Our combination of heritage and innovation means that we are as passionate about surplus management now as John Marren was when he first spotted the potential in surplus stock in the 1970s.

As an extension to our Knowledge Library, 'The Surplus Manual' is an accessible digest of that learning. We have created it for anyone who is interested in our model and who believes, as we do, that intelligent surplus management is an asset for business, a benefit for the planet and a force for good in communities everywhere.

MORE THAN
ANYTHING,
THIS BOOK IS
A RESPONSE
TO THE
FEEDBACK

THAT WE RECEIVE SO
OFTEN –

**“I DIDN'T KNOW YOU
COULD DO THAT!”**



Throughout 'The Surplus Manual', we share a wealth of examples and explore practical solutions for the sustainable redistribution of surplus products, many of which you may currently be treating as waste.

We know that some people will come to 'The Surplus Manual' with a specific product or a specific problem in mind. Others have a more general interest in an area or type of stock which seems to pose an ongoing problem in their business.

**WANT TO KNOW MORE?
CLICK HERE TO READ THE SURPLUS
MANUAL**

HELLO DARLINGTON

THIS WEEK, WE ARE DELIGHTED TO BE OPENING OUR DOORS IN DARLINGTON.

Our Company Shop store on Haughton Road will provide a great range of high quality products at deeply discounted prices for our new members in the area. This development, part of our wider Sustainable Investment Strategy, has created 45 new jobs and allows us to save even more surplus stock from needlessly going to waste.



IF YOU ARE PART OF THE FMCG SUPPLY CHAIN AND ARE LOCATED NEAR TO ANY OF OUR COMPANY SHOP STORES, MAKE SURE THAT YOUR EMPLOYEES ARE NOT MISSING OUT. CONTACT OUR MEMBERSHIP TEAM [HERE](#) TO FIND OUT MORE.

LOCKDOWN WON'T STOP US FEEDING CHILDREN

At Community Shop children always eat free of charge, but with our cafés closed, we had to re-think!

Our amazing team have been working hard to prepare free children's lunch bags, which are available at all Community Shops every weekday. Takeaway breakfasts for kids and special hot drinks and meal offers are also available.

We are delighted to continue our support for children in our communities at this difficult time, and are looking forward to when our kitchens can open fully again – hopefully in the not too distant future.



Community Shop

OPEN FOR MORE

**COMPANY
SHOP
GROUP**

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WHEN YOU KNOW YOU DON'T KNOW IT ALL...

Our ground-breaking Luminary Programme was developed out of a piece of work we did in 2020 in partnership with DEFRA, the purpose of which was to explore the power of harnessing surplus to reach surplus. As the project came to an end, we were asked to write a toolkit to share our learning across the whole of the food industry. It would have been easy to produce a document, with worksheets, which sat on the shelf of a business manager in the food industry. But we wanted to do more.

ON THE FIRST MODULE, FLOODLIGHT, WE ASKED A SIMPLE QUESTION. WHAT IS THE BIG PROBLEM WE ARE TRYING TO ADDRESS? THE LUMINARIES TOLD US -

IN THE UK THERE ARE MORE THAN 10 MILLION TONNES OF FOOD LOST OR WASTED THROUGHOUT THE SUPPLY CHAIN PROCESS WHICH IS WORTH £20BN A YEAR. THIS HAS A DETRIMENTAL IMPACT ON THE ENVIRONMENT ACCOUNTING FOR 8% GHG EMISSIONS GLOBALLY, AND IMPACTS SOCIETY WHERE PEOPLE FROM 1 IN 5 FAMILIES WITH UNDER 15 YEAR OLDS CANNOT AFFORD TO PUT FOOD ON THE TABLE.

WE THEN ASKED THEM, WHAT HAPPENS WHEN THIS PROBLEM IS NOT ADDRESSED? THEY SAID -

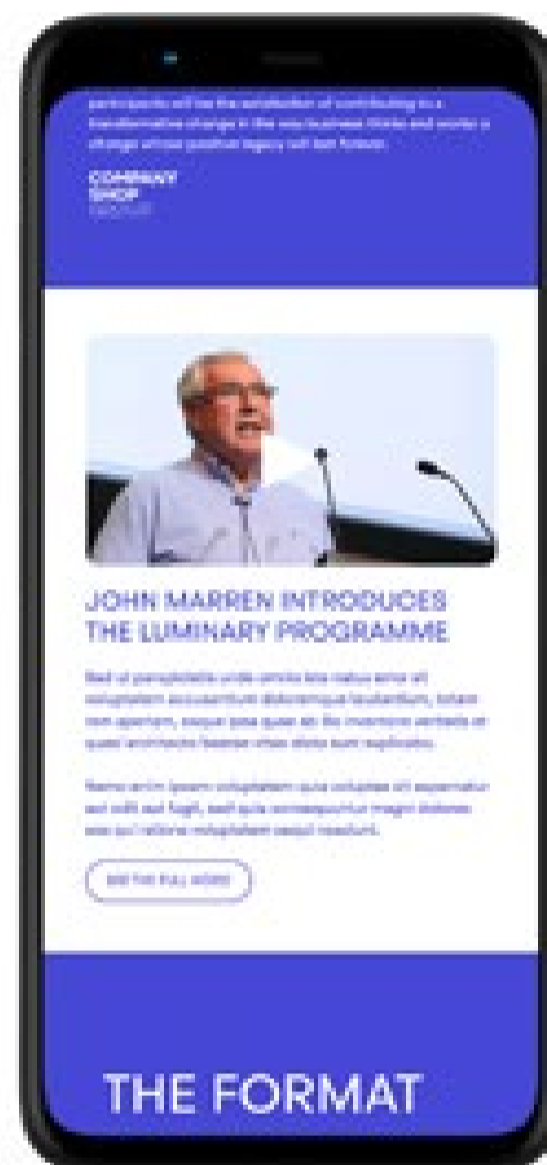
- 1. FOOD LOSS OR WASTE STILL ACCOUNTS FOR 8% OF GLOBAL GHG EMISSIONS**
- 2. ECONOMIC LOSSES FOR THE COMPANY AND REPUTATIONAL IMPACT**
- 3. INCREASED UNEQUAL ACCESS TO AFFORDABLE, HEALTHY FOOD CREATING A DIRECT CONTRIBUTION TO NEGATIVE HEALTH CONSEQUENCES**
- 4. UNDERLYING SOCIAL CONDITIONS CAUSING UNREST AND POLITICAL INSTABILITY.**

We are all on a learning journey and the line about social instability is one we don't consider often. But it led us to pause for thought.

CHANGE IS ABOUT PEOPLE, NOT PROCESSES OR DATA.

The Luminary Programme took all the learning from the DEFRA partnership, and one or two things we had picked up over the years, and created a programme where people came together. They shared their victories and their challenges, and together became a movement of change makers who saw how the power of surplus can make a real difference.

We never thought that we had all the answers, but that working each week with a group of skilled professionals in the food industry would develop deeper insight and create new opportunities. We are so glad we did.



POWERED BY
COMPANY SHOP GROUP

As we have pulled together during the pandemic, it has been tough. Too many people have borne unimaginable sorrow and hardship and we have all been changed by this. Over the next decade we will recover from the global impact of this experience and we want to build back better.

THE CHALLENGE OF FOOD SURPLUS AND THE CHALLENGE OF FOOD POVERTY HAVE DIFFERENT ROOTS AND DIFFERENT SOLUTIONS, BUT OUR MISSION IS TO MAKE AN IMPACT ON BOTH.

The team of passionate change-makers who have come together for the first cohort of the Luminary Programme are driven in their commitment to use the assets at their disposal to make a difference, to create more equitable food systems based on a circular economy that doesn't consign to waste anything which still has value in it.

Next month we will begin the Luminary Programme with a whole new cohort of people and so the movement grows. It is a movement we are delighted to be a part of.

WE CALL IT CORPORATE SURPLUS RESPONSIBILITY.