



PIZZA HUT DELIVERY IN THE COMMUNITY

We take our role in the community seriously and pride ourselves on being a positive contribution to the local areas we operate. We have a proud history in the UK, opening our first store in Islington in 1980 and now operate around 350 Pizza Huts, employing 14,000 people across the whole of the UK. We are a franchised business, with each Pizza Hut being run by entrepreneurial small businesspeople. Pizza Hut Restaurants, the dine in part of the business, is fully franchised and run by CEO Jens Hofma.

JOB CREATION

With every new store we create between 20 to 25 full and part time jobs, most of which employ people living locally. We offer flexible working and hours to suit our team members as well as the business. Pizza Hut Delivery is expanding and so continuing to invest and provide new jobs for local people across the UK. All of our team members, including delivery drivers, are permanent employees enjoying full employment rights – we are not a gig economy employer.

ECONOMIC BENEFIT

Pizza Hut Delivery opens between 30 and 50 stores every year. The development of each restaurant delivers multiple economic benefits throughout local communities, contributing to sustainable development. The development of each restaurant will typically deliver:

- Between £180,000 - £250,000 in economic output (GVA) during the construction phase
- Circa £12.5k in business rates on average
- Total business rates payable for UK Delivery Estate = £4.2m
- A rental contribution to UK landlords – £7.1m
- A contribution towards growing the UK economy of c. £66 million through our supply chain.

LOCAL SUPPORT IN LOCAL COMMUNITIES

We believe in an equal slice for everyone – we're committed to being a responsible community player.

Throughout the pandemic, we played a crucial role in keeping the nation fed and supporting communities. As designated essential workers, our team members continued to safely deliver great tasting pizza to communities up and down the country, providing much needed meals, but also comfort and light relief to households during very difficult times. Our franchisees delivered over 300,000 free meals to NHS healthcare heroes and other charities in their local communities.

We also support local entrepreneurs across the communities we operate. In May 2021, we partnered with national enterprise charity Hatch to help hundreds of UK entrepreneurs from underrepresented backgrounds turn their business idea into a reality.

The New Founder Programme will support existing and would-be entrepreneurs to access skills training, and learn from industry experts to develop the business skills that will support the growth of their businesses. Our three part programme will support entrepreneurs to grow their businesses in a sustainable way, and help remove the barriers to female and minority participation in business.



LITTER

80% of Pizza Hut Delivery customers choose to have their orders delivered, rather than opting to collect from the store. Nearly every order is placed online or via telephone, with only about 20% of customers visiting the store. As customers in the vast majority of cases consume the product at home or in the work place there is very little risk of litter creation. We will always work with the local authority to ensure that litter bins in the vicinity of the shop, should they require us to.

SOUND MANAGEMENT

The majority of our stores have a suspended ceiling which help to minimise sound. The condensers that we use are tested to ISO 3774-2 standard and are only in use when a minimum temperature isn't being maintained. We fit low noise condensers in residential areas and acoustic cages are installed where needed, in line with planning and EHO requirements.

ODOUR MANAGEMENT

Over the years, Pizza Hut has made significant improvements in the filtration of odours including several carbon filters. The extraction system is designed specifically for every location and complies with all the national regulations as well as any local EHO or planning requirements. This ensures we "catch" every odour/deposit that we can, so, by the time the extract vents out into the atmosphere it has had 95% of the odours removed.

ENVIRONMENT

Each of our restaurants is designed and built to fit into the local area and meet local planning requirements:

- The exterior of the stores remain flexible to suit the local street scene.
- The stores often replace tired or run down units. Pizza Hut Delivery stores are smart and well maintained through regular refurbishment programmes and complements the local residents' changes in shopping and eating habits.
- We are always looking at new and more efficient ways of helping our stores become more efficient and have less impact on the environment. From the highest standard of refrigeration, to energy efficient LED lights and signage.

SECURITY

Security and protection of our staff and customers is fundamental to us and we pride ourselves in creating a safe environment for all. We install security systems with police response in our stores as well as Digital recorded CCTV.

OUR FOOD

We recognise we have a responsibility to play a significant role in addressing the UK's obesity challenge. We fully support the Government's ambitions in this area and have already taken steps to reformulate, reduce portion sizes, improve nutritional labelling and launch new healthier alternatives.

We provide full nutritional information for all of our products on our website, and are currently working on an improved online solution as well as in-store calorie labelling at the point of choice.

We launched a seasonal range of pizza flatbreads – which contained fewer than 550 calories, and we have invested significantly in advertising and promoting these to consumers.

We do not market or promote any of our products to children.



SOURCING AND FOOD PROVENANCE

Our sourcing policy is based on quality and availability and much of our produce is from the UK. Other highlights include:

- 100% of the milk used in our Mozzarella is from British and Irish farms.
- We only use free range eggs
- We support the European Chicken Commitment
- Our pizza boxes are made from recycled pulp and manufactured in the UK. They are fully recyclable.