



IMPACT REPORT

2025



A WORD FROM THE FOUNDER

It's hard to believe it's been two years since we became a certified B Corp. What once felt like a new direction now feels deeply rooted in who we are. In that first year, we focused on bringing our team on the journey. Together, we explored what being a B Corp really means, and how it influences everyday decisions across North South Wines. We began shifting the mindset to balance commercial goals with long-term social and environmental impact.

This change doesn't happen overnight, and it is our responsibility to continue to drive this internally and externally. New recruits have consistently told us they wanted to join North South Wines because we're a business with purpose and a clear vision. That shows we must be doing something right!

Over the past year, we've turned our focus outward, amplifying our voice within the industry and becoming more active within the B Corp community. We've been determined to inspire others to explore certification and reimagine how business can be a force for good. We hosted webinars with the trade press, supported the launch of Raising the Glass—an initiative to foster inclusivity for women and allies in the drinks industry—and strengthened our role within the WSTA, lobbying on critical issues such as Duty and Extended Producer Responsibility (EPR) that are putting pressure on our sector. I was honoured to be appointed to the WSTA board this year, allowing us to represent our values at an even higher level.

Attending the Louder Than Words B Corp Festival was a powerful reminder that business is ultimately about people. I left feeling energised by the conversations, inspired by the honesty and ambition of the community, and armed with concrete ideas to drive change in our business and across the wider industry.

But engagement is only one side of the story. This year, we've also made big strides in improving our social and environmental impact. We completed our first carbon footprint report and created a reduction strategy. Our Justice, Equity, Diversity & Inclusion (JEDI) Committee developed and gained approval for our JEDI strategy. We laid the groundwork for ISO 14001 certification. We launched our first own-label ranges under the 1% for the Planet initiative. And we deepened our relationship with Restore, our charity partner, donating over £14,000 and 120 volunteer hours, creating an impact that's both local and lasting.

None of this could have happened without full team commitment. I'm proud of every team member for living our mission and driving to making a positive impact at North South Wines.

We have the most amazing suppliers and are fortunate to work with such an engaged and supportive group of wine producers. Each one is aligned with our sustainability vision. Collaboration across our supply chain is essential to creating and distributing wines that have a positive impact on both people and the planet.

It's no secret that the UK wine market is facing serious challenges: fewer drinkers, more red tape, mounting pressure, and always having to find new ways of working. But our belief in doing business differently by putting people and planet before profit has helped us stand out and buck the trend. Customers are increasingly looking for partners that are purpose-led, transparent and with the willingness to adapt.

It feels like just five minutes ago we earned our B Corp certification in April 2023 and now we're looking ahead to recertification. The updated B Corp standards are more rigorous and demanding, with new minimum requirements across seven key areas. It's daunting, but necessary and I have no doubt the team will rise to the challenge. These changes will make sure the B Corp badge continues to mean something, and that all certified businesses are held to the highest standard.

Our recertification will now take place in 2027, and we welcome the opportunity to measure ourselves against these 7 new pillars. While we're not where we need to be in every area yet, we're committed to the journey.

Next year I look forward to sharing a clearer picture of our progress and priorities.

Kim Wilson

IN CONSTANT EVOLUTION

As the B Corp landscape changes, we change with it. We are aligning our plans to the new standards to recertify in 2027.





MISSION

To champion better business in wine distribution by providing excellent customer service, investing in workplace wellbeing, reducing our impact on the environment, and nurturing strong partner relationships.



VISION

To discover, deliver, and distribute great value and quality wines that UK consumers will love in a way that upholds the commitments we've made to our partners, employees, and our planet.



CULTURE

A collaborative, tenacious team spirit drives us forward to establish and exceed the expectations of our partners, customers and employees. We encourage personal and collective growth to equip our team with the courage to push boundaries.



WHO WE ARE

We are wine importers, first and foremost, with a passion for sourcing exciting wines and distributing them in a way that best serves the customer and the planet.

Our business model involves three winery partners, each of them dynamic and respected family businesses that are fully invested in our future.

We set up in 2014 with the ambition to 'do things differently'; to go above and beyond industry norms and stand out from the crowd. These founding principles focus on providing top quality service, innovating, spotting trends, being early adopters, taking risks, trusting our judgement and learning as we go.



Today, we're proud to represent 40 brilliant, predominantly family-owned, wine producers from 12 countries in a diverse portfolio that offers something for everyone.

We are a business that moves at speed, driven by an ethos of continual improvement. That means we are a constant work in progress and always looking for ways to improve our service, our supply chain and our impact.



2024 IN NUMBERS

2023-2024 FY – bottles sold

15,651,729



237 HOURS

TOTAL HOURS DONATED
TO VOLUNTEERING SINCE
SCHEME STARTED



NEW WINERY
PARTNERS
IN 2024 10



trees planted
with TreeApp

8 NEW STAFF
MEMBERS



95
CUSTOMER
TASTINGS



£19,282



DONATED TO
CHARITY





Our goal is to keep learning, evolving, and striving to be the best we can be for our workers, partners, community, and the planet.

REFLECTION ON BEING A B CORP

Time has flown since we certified as a B Corp in 2023, and we're already approaching our recertification date. After gaining B Corp certification, our focus was on how we could maximise its positive impact on our business.

For us, this meant three key areas of focus in 2024.

Certified



Corporation

1 Engaging our team

We wanted to ensure everyone understood how being a B Corp impacts them—their decisions, their work life, and even their home life. During B Corp Month, we reinforced this message internally with activities such as a sustainability bingo competition, sustainable cocktail-making using fellow B Corp Sipsmith, a “wear your oldest item of clothing” challenge, and a presentation from our new Master of Wine, Emily Brighton, on her research project exploring B Corp certification in the wine trade. In 2024, we also launched a company-wide Carbon Literacy training programme, making it a key part of onboarding for all new starters. Displaying our sustainability targets proudly in the office and providing regular company-wide updates on our progress helped further raise awareness and engagement.

2 Spreading the word in the wine industry

We looked at how we could share the benefits of B Corp certification across the sector. This meant one-on-one conversations with competitors, customers, and suppliers—sharing our journey and learnings from the process. We also partnered with Harpers to run a webinar on B Corp certification, bringing together B Corps from across the wine supply chain.

3 Maximising our role in the B Corp community

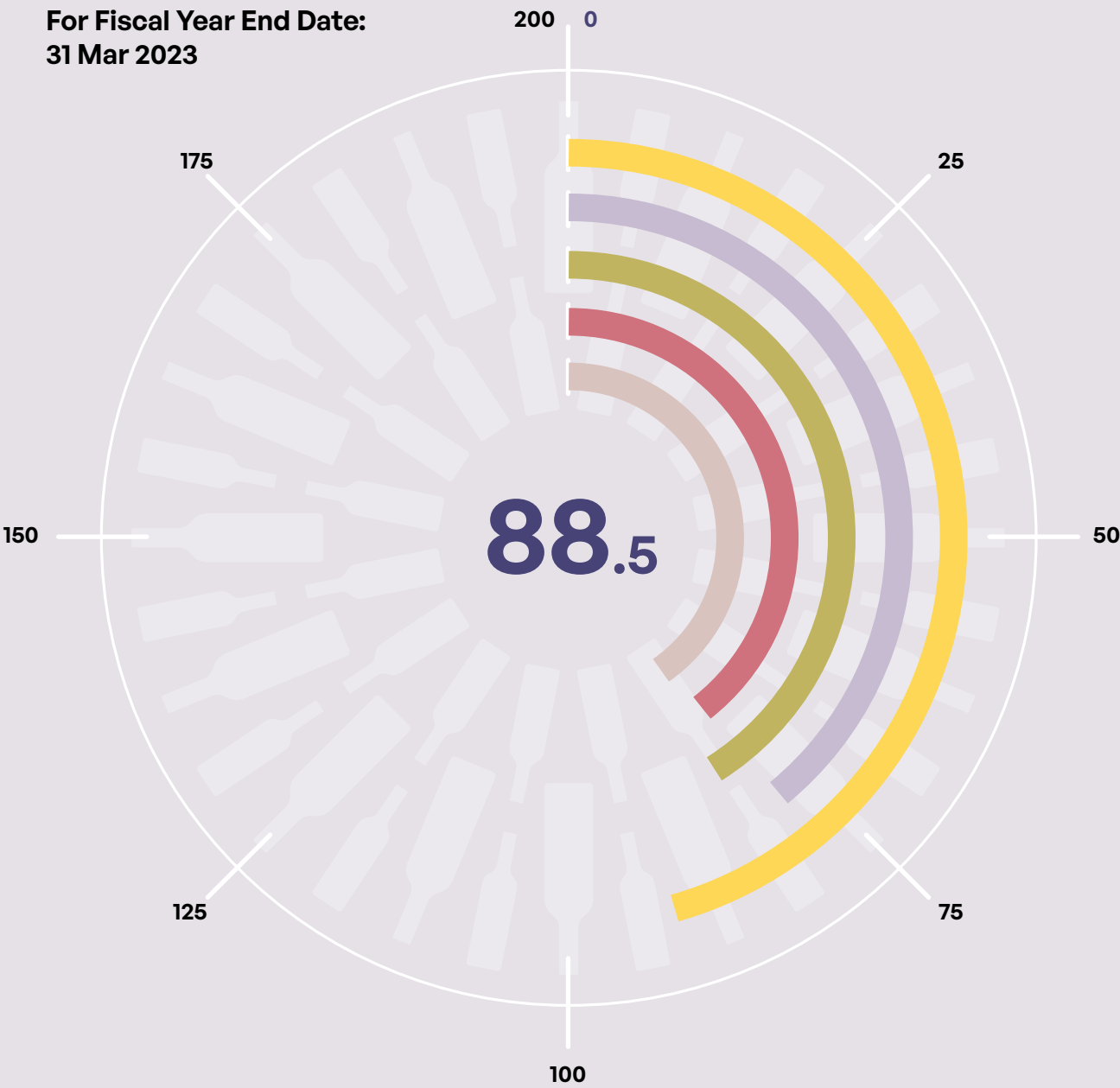
We've made a conscious effort to be active members of the B Corp community. We attended the inspiring Louder Than Words B Corp festival and became active members of Oxfordshire's B Local, even taking on co-chair duties. We're also exploring new ways to collaborate with fellow B Corps because working with like-minded businesses is a key priority for us.

Becoming a B Corp is about continuous improvement. After the initial elation of certification comes a strong sense of responsibility. We are now part of a community committed to doing business better, and we need to live up to that. Our goal is to keep learning, evolving, and striving to be the best we can be for our workers, partners, community, and the planet.

With our recertification deadline approaching, we're accelerating efforts to implement the systems and changes we've been working on since our first certification. From finally securing our ISO 14001 certification to rolling out our JEDI strategy and strengthening supplier relationships, 2025 is shaping up to be a big year.

OUR B CORP SCORE

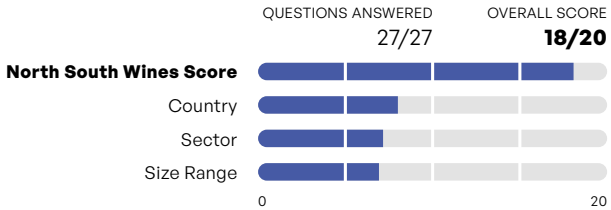
For Fiscal Year End Date:
31 Mar 2023



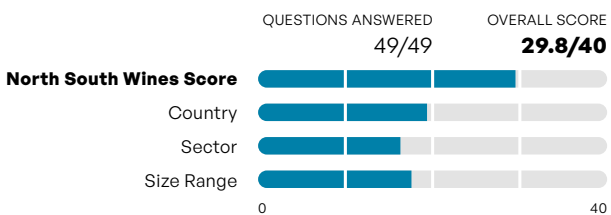
- NORTH SOUTH WINES
- B CORPORATION CERTIFICATION QUALIFICATION
- COUNTRY
- SECTOR
- SIZE RANGE



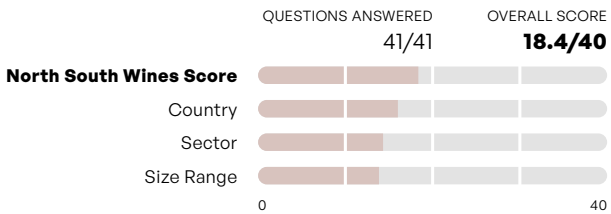
GOVERNANCE



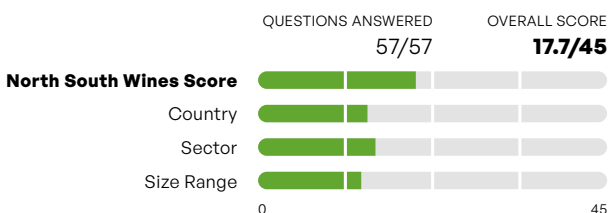
WORKERS



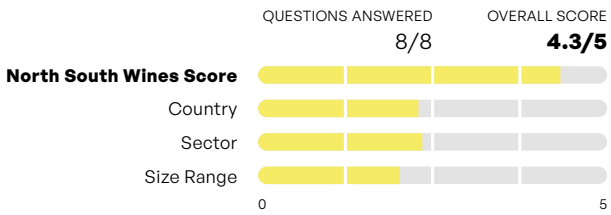
COMMUNITY



ENVIRONMENT



CUSTOMERS



When we certified in 2023, we were very proud of our 88.5 score and had our sights set on achieving 100 points next time round. With the release of the new B Corp Standards, we have to adjust our plans.

Instead of recertifying next year (2026) under the current standard, we will be recertifying in 2027 under the new standards. We have been working towards getting ready for the new standards but there still is a lot to do to meet the minimum requirements. For one thing, where there were once 5 pillars, there will now be 7 'Impact Topics'.

Next year we will be able to give more detail on our actions in each of them, but for now, we will give you our update on the current 5 areas and what our plans still are for 2025.

B CORP NEW STANDARDS

As the climate crisis intensifies and societal inequality grows, the need to bring about systemic change is clear. That's why B Lab has strengthened its standards for business impact, equipping companies to drive meaningful, sustainable change.

The latest standard provides greater clarity and consistency, ensuring companies focus on the most impactful business actions. These new standards establish a stronger, more transparent foundation for all businesses committed to building an inclusive, equitable, and regenerative global economy.

How company performance is recognised is changing. Under the new standards, 'meeting the bar' alone demonstrates impactful performance, with companies addressing specific requirements across all seven Impact Topics and committing to ongoing continuous improvement. By moving away from individual point scoring, the focus shifts to collective impact –aligning efforts across industries to tackle the world's most urgent challenges, together.

B Corps must now meet performance standards across seven 'Impact Topics' in order to gain certification.



1. Purpose & Stakeholder Governance

Act with a clear sense of purpose, making decisions that consider the needs of all stakeholders – including people, communities, and the planet. Put in place structures to keep track of your social and environmental impact.



2. Climate Action

Create a plan to help limit global warming to 1.5°C. If you're a larger company, include targets to reduce greenhouse gas emissions that are backed by science.



3. Human Rights

Understand where your business and supply chain might affect people's rights. Take steps to prevent and reduce any harm.



4. Fair Work

Offer good jobs with fair pay, create a positive work culture, and involve employees in key decisions.



5. Environmental Stewardship & Circularity

Look at how your business affects the environment and take real action to reduce your impact, both in your operations and across your supply chain.



6. Justice, Equity, Diversity & Inclusion

Build diverse, inclusive workplaces and supply chains. Play an active role in supporting fairer, more equal communities.



7. Government Affairs & Collective Action

Work together with others to push for big-picture change. Support policies that benefit society and the environment. If you're a large company, be transparent about where you pay taxes.

Further information on the new standards can be found here:

<https://www.bcorporation.net/en-us/standards/performance-requirements/>

In addition to this, B Corps must also meet these Foundation Requirements:

Meet Eligibility Requirements for B Corp Certification: A company must be legally incorporated, in operation for at least 12 months, and comply with local and national laws.

Commit to Stakeholder Governance: Companies must adopt the B Corp Legal Requirement, ensuring accountability to all stakeholders. This involved embedding stakeholder governance principles into legal frameworks and signing the B Corp Declaration of Interdependence.

Conduct a Risk Assessment: Companies will create risk profiles using B Lab's risk profiling tool. This process determines the number of additional due-diligence sub-requirements that the company must meet as part of the B Corp certification process.

It's a big change but at North South Wines we encourage the move to strengthen the standards. We have been working towards the new impact areas but must speed up our efforts to ensure we are ready for recertification in 2027.

10 MEASURABLE GOALS FOR 2025!

1



Have a clear action plan in place to achieve B Corp recertification in 2027 under the new standards

2



Gain **ISO 14001** certification

3



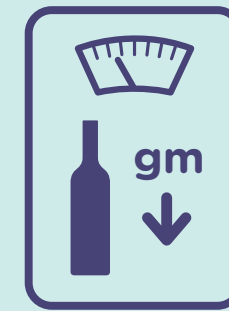
Donate £10k to our charity partner Restore

4



Donate at least 0.1% of our working hours to community/charity volunteering

5



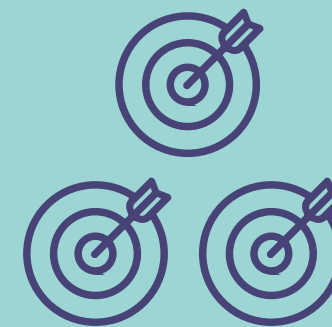
Reduce our average bottle weight by another **5%** to reach **455g**

6



Take the first steps towards our **Carbon footprint reduction** strategy to achieve a 25% intensity based reduction of emissions by 2030

7



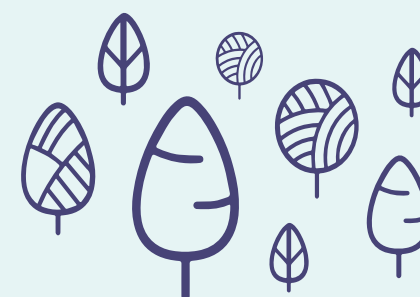
Meet all of our targets for our 3 satisfaction surveys

8



Maintain our **BRCGS AA** Grade

9



Increase our donation to **TreeApp** through **1% For The Planet** products and plant over **2,000 trees**

10

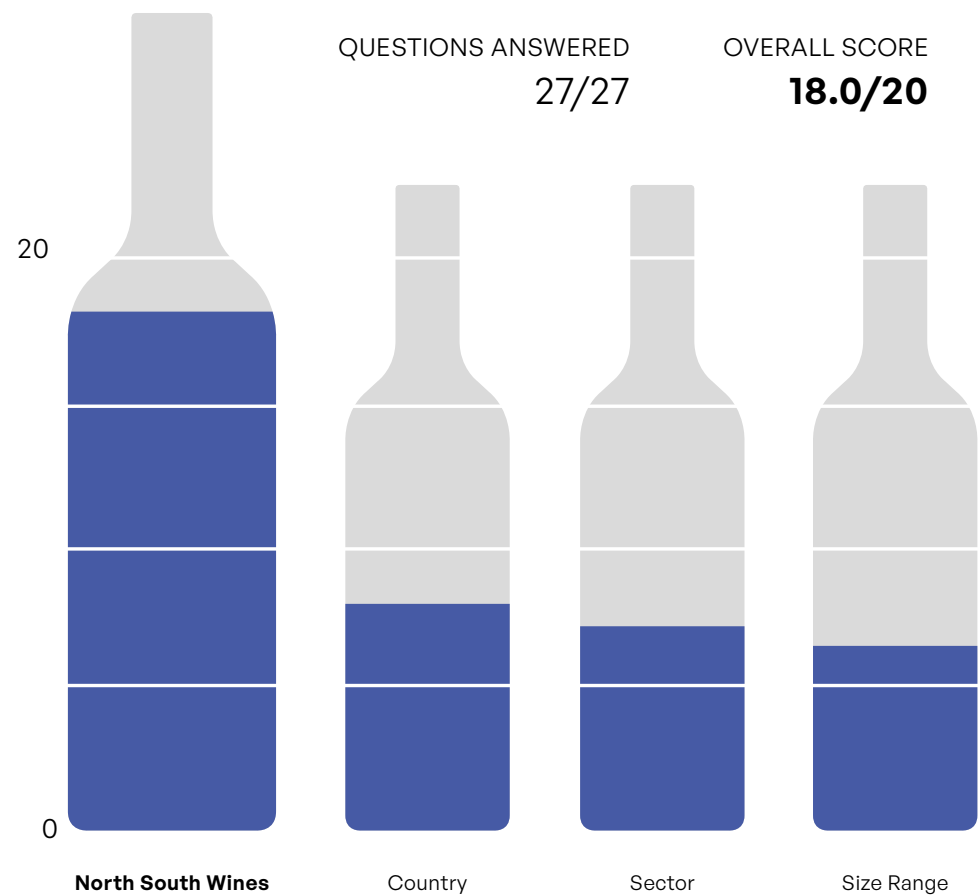


Advocate for B Corp and sustainability in the wine industry in at least **5 panels / webinars/events** in 2025

GOVERNANCE

We are accountable to all stakeholders, not just shareholders, which means we consider people, profit, and planet equally in every decision we make. When selecting new products and suppliers, we assess three key factors: commercial viability, technical quality, and sustainability.

In 2024, a key focus was embedding our sustainability strategy and targets across all teams, ensuring they are understood and reflected in daily decision-making. With our team fully engaged, we are also working within the industry to drive positive change, encouraging the wine sector to reflect on and improve its environmental and social impact.



What we said we would do in 2024	What we have done
Continue our involvement in the Sustainable Wine Roundtable - engage in panel discussions and work with the industry towards joint commitments such as the bottle weight accord.	We are still active members of the Sustainable Wine Roundtable. While we haven't been as involved as we'd like, we're committed to increasing our engagement throughout 2025. Our membership helps support their vital initiatives, including the Bottle Weight Accord, the Bottle Miles Carbon Calculator, standards benchmarking, and the Packaging Choice Framework.
Continue to advocate for positive sustainability changes within the industry: through press engagement, sponsorship of awards, and attending relevant events.	We were Sustainability Champions of Harpers Sustainability Charter in 2024, giving details of our sustainability journey and working with our suppliers to discuss important sustainability considerations with featured articles and webinars. We sponsored the sustainability award at the Drinks Retailing Awards and hosted a sustainable wine bar. Our MD Kim Wilson co-founded 'Raising the glass' - a group dedicated to creating connections to drive inclusivity for Women & Allies in Drinks. We attended the first Sustainability in Drinks event, and this is something we want to be more involved with in 2025.
Promote and educate about B Corp to all supply partners.	As Harpers Sustainability Champions, we collaborated with them to host a webinar for the trade—B Corp for the Wine Trade—bringing together B Corps across the wine supply chain to discuss the benefits of certification and the steps to achieve it. We also developed a presentation for our supply partners, offering practical guidance and tips on the process. We are always open to supporting any of our partners who wish to pursue certification.
Continue engagement with our B Local in Oxfordshire to improve knowledge sharing.	During B Corp Month in 2024, Kim spoke at a B Local event for the B Curious community—businesses considering B Corp certification—sharing insights on the process and experience. Rebecca has since become co-chair of B Local and helped organise the Christmas gathering. In 2025, we aim to be even more engaged in the B Local community.
B Corp Month event in March to promote B Corp externally and encourage engagement internally.	During B Corp Month, we engaged our team with activities including a sustainability scorecard competition, a dedicated B Corp Day in the office—featuring a sustainable cocktail competition with fellow B Corp Sipsmith, a 'wear your oldest item of clothing' challenge and a presentation from our new Master of Wine, Emily, on her B Corp research project. Our mental health charity partner, Restore, also joined us for a session with the team. We promoted B Corp at our portfolio tasting with a dedicated banner and a video on our website about the certification process.

What we said we would do in 2024	What we have done
Supplier and customer sustainability education programmes.	We have developed a presentation for our suppliers on the benefits of becoming a B Corp and the certification process, which we also highlighted in the Harpers B Corp webinar. However, there is still more we can do in this area, and it will be a key focus for 2025.
Supplier, customer and worker annual surveys – publish the results on the website.	We conducted all the surveys and published key stats on our website and through social media.
Carbon Literate Certification for the whole company including management – we would like to become a carbon literate certified business.	We partnered with fellow B Corp Hattrick to deliver a full-day carbon literacy course for the entire company. Now, all team members, including managers, are carbon literate certified as part of their onboarding process through the Hattrick online course. While we have yet to achieve carbon literate business certification, this will be a key focus later in 2025.
For the Management team to help encourage climate stewardship throughout the business.	All senior managers completed a Climate Change coaching course with fellow B Corp Climate Change Coaching to help embed B Corp principles and practices across the company. This training enabled the team to think more strategically and operationally about our sustainability efforts, as well as how to drive change within our teams.

Plans for next year:

- Become a carbon literate certified business.
 - Industry involvement and advocacy:
 - Continue our involvement in the Sustainable Wine Roundtable - engage in panel discussions and panel talks.
 - Continue to advocate for positive sustainability changes within the industry: through press engagement, sponsorship of awards and attending relevant events such as Sustainability in Drinks.
 - Promote and educate about B Corp to all supply partners.
 - Continue engagement with our B Local in Oxfordshire to improve knowledge sharing.
 - B Corp Month event in March to promote B Corp externally and help educate our customers and the trade.
- Stakeholder engagement:
 - Supplier and customer sustainability education programmes.
 - Supplier, customer and worker annual surveys – publish the results on the website.
 - Review all our HR policies – we now have an HR consultant who is helping us make sure all our HR policies are the best they can be.
 - Publish our annual Impact Report

Better Business Act

In 2024, we signed up to the Better Business Act, a campaign aimed at changing the law so that every company in the UK, big or small, puts balancing people, profit, and planet at the heart of their purpose and the responsibilities of their directors. The Better Business Act is a business-led initiative, seeking to align the interests of shareholders with those of wider society and the environment. In 2025, we will advocate for this change by supporting the campaign and encouraging our team to write to their MPs in support.





INDUSTRY INVOLVEMENT

Speaking Up and Leaning In

Each year, our voice in the industry grows stronger. We've continued to engage and collaborate across the wine trade, initiating conversations and flying the flag not just for B Corp, but for running a business that puts purpose before profit.

Harpers Sustainability Charter Champions

We've proudly been Champion Sponsors of the Harpers Sustainability Charter since its launch. As part of this partnership, we've co-hosted two industry-focused webinars.

1. B Corp for the Wine Trade Webinar

This session explored what it takes to become a B Corp and offered practical advice for businesses thinking about starting their certification journey.

2. A Seat at the Table – Elevating Voices in the Drinks Industry

This webinar focused on how drinks businesses can drive real social change, improve inclusivity and diversity, and work through their supply chains to prioritise human rights and sustainable development.



Sustainability in Drinks

We took part in the first-ever Sustainability in Drinks event in London, attending with our organic Sicilian producer, Santa Tresa. It was a packed day of workshops, talks and panel debates – and has quickly become the must-attend sustainability event in the wine trade calendar.



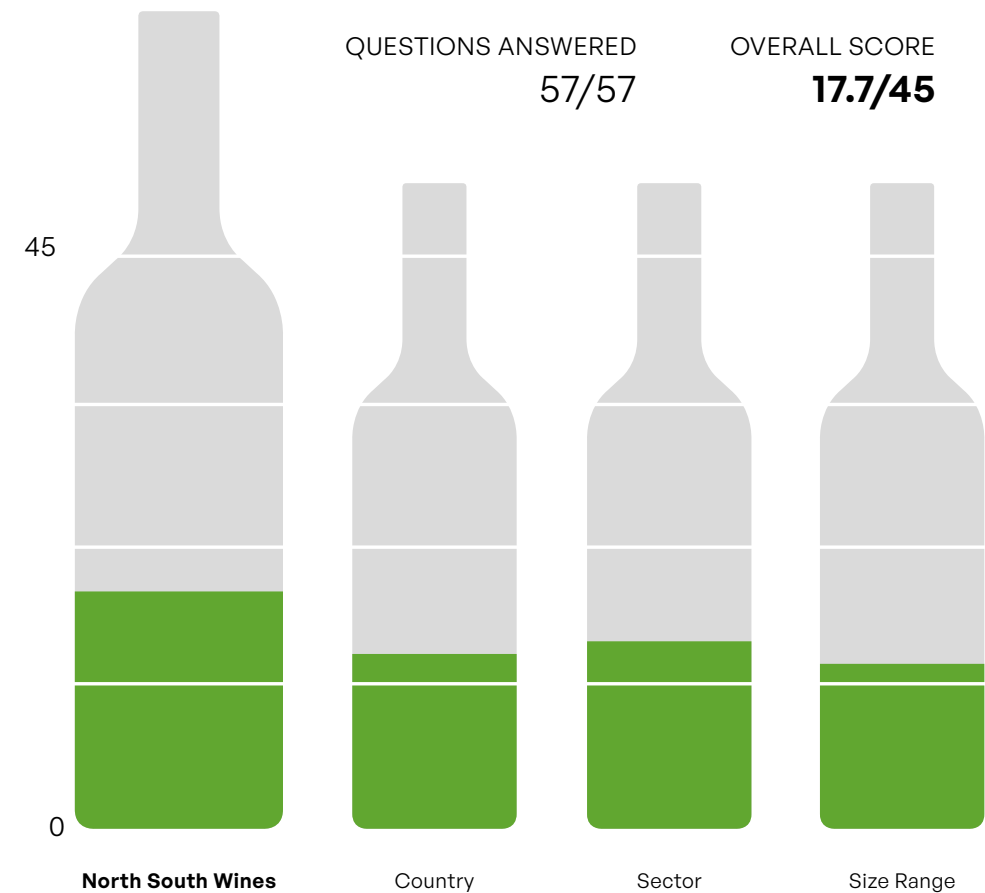
Raising the Glass

Founded by Rebecca Oliver-Mooney in 2024, Raising the Glass is a free network supporting women and allies across the drinks industry. Our MD, Kim, has been an official supporter from the beginning, speaking on panels and featuring on their podcast. The network focuses on connection, mentorship, and inclusivity through quarterly in-person events.

ENVIRONMENT

We consider three key areas when it comes to the environment – our own operations, our products, and our suppliers – to ensure we’re addressing the full impact of our supply chain. We source products from all over the world, so how they’re grown, made, packaged, shipped, and the social impact of these activities are a major focus for us. Completing our first full scope 1–3 carbon footprint report has been challenging and a real learning curve, but it’s been vital in helping us understand our impact. We’re now committed to doing this annually, sharing our results publicly, and working towards our reduction strategy.

However, we can’t focus solely on the supply chain. Although we are a small business of just 30 people with a single office, we still need to do our part. That’s why achieving ISO 14001 certification for our environmental management system is a key goal for us in 2025.



OUR OWN OPERATIONS

Key targets		
Getting our Environmental Management System ISO 14001 certified - by 2025.	This has taken a bit longer than expected. We wanted to have the certification by 2025, but we will gain it in 2025. Our audits are now booked, and we are hopeful to be certified by the summer.	In Progress
Moving sales team onto electric car scheme - by 2025.	We have achieved 60% of our sales team on the electric car scheme (up from 50% last year).	In Progress
Moving to 100% renewable energy in our office - by 2025.	We now have an 100% renewable contract for electricity in our office.	Achieved
Calculate full supply chain emissions (scope 1-3) and set a net zero target with near and long-term reduction goals.	In 2024 we worked with fellow B Corp Greenly to calculate our full scope 1-3 carbon footprint – more about this later.	Achieved – redo annually

What we said we would do in 2024	What we have done
Calculate scope 1-3 and set a net zero plan with short term and long-term targets.	This we have achieved – more on the next pages.
Continue to work to get all the sales team on the electric car scheme.	With team members leaving and new ones joining, we’ve realised that reaching 100% participation in the electric car scheme at once will be challenging. We also don’t want people changing cars unnecessarily. Instead, for those not yet on the scheme, one of their KPIs will focus on reducing mileage and increasing public transport usage. To support this, we’re introducing measures like evaluating meeting times to make public transport more feasible and considering team meeting locations to minimise travel.
Continue to work with our new landlord to move onto 100% renewables.	Completed
Make any changes necessary in our new office to track and reduce emissions, reduce energy usage, save water consumption, reduce waste generated.	This is an ongoing process. We’ve now set up systems to track energy, water, and waste, and have already started implementing changes, such as improved lighting. However, this will remain a focus for us throughout 2025 as we continue to make progress.
Get our Environmental Management System ISO 14001 certified.	We aim to achieve certification in 2025

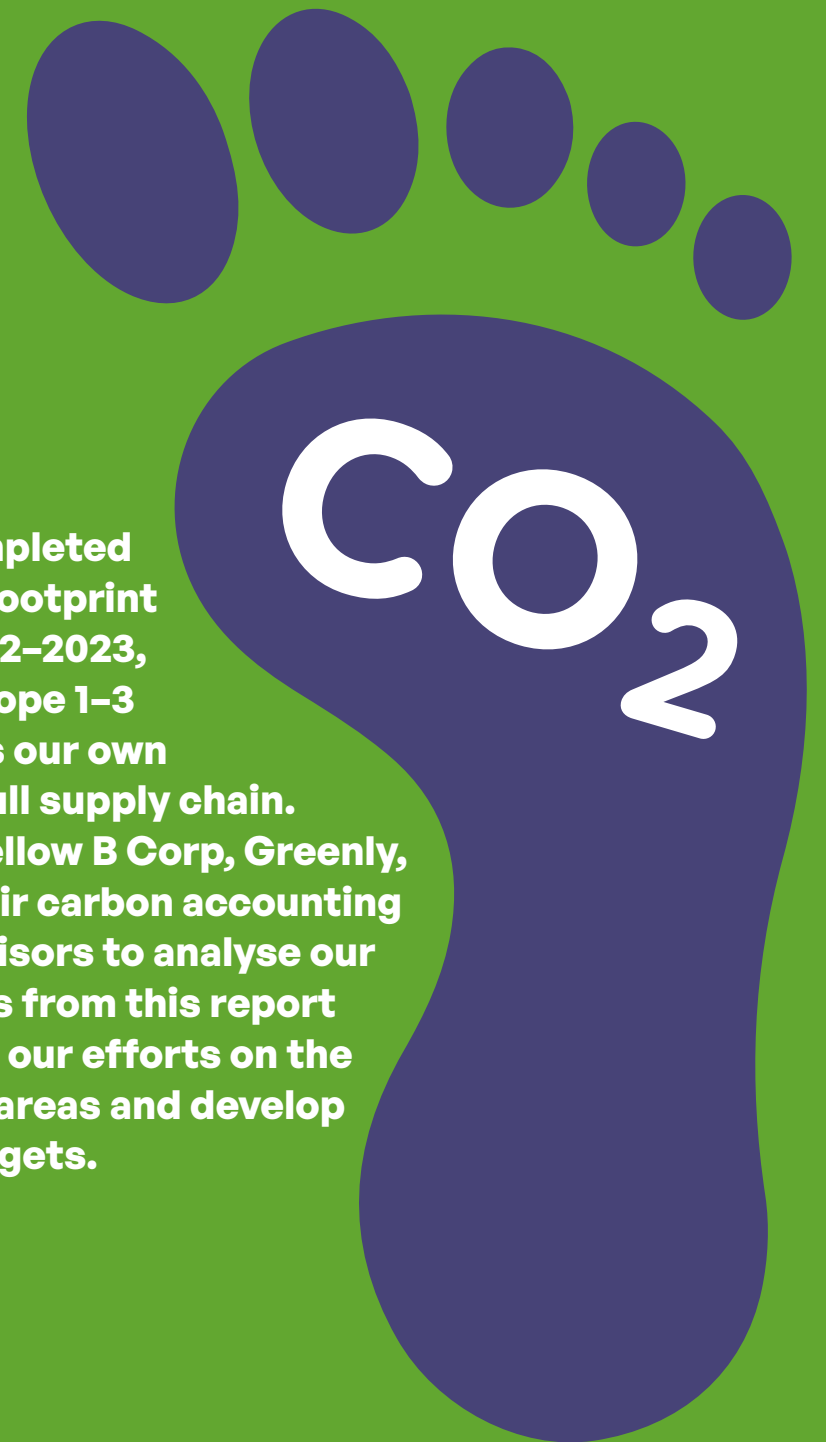
Plans for next year:

- Calculate the Scope 1-3 carbon footprint for the 2023-2024 period and work towards the plan outlined in our first carbon footprint report.
- Continue efforts to include the entire sales team in the electric car scheme, with KPIs for those not participating focused on reducing mileage and increasing public transport use.
- Implement necessary changes in our new office to reduce energy consumption, save water, and minimise waste.
- Achieve ISO 14001 certification for our Environmental Management System and work towards the targets set in our Environmental Management System.



CARBON FOOTPRINT REPORT

We have just completed our first carbon footprint report for FY 2022-2023, incorporating Scope 1-3 emissions across our own operations and full supply chain. Working with a fellow B Corp, Greenly, we have used their carbon accounting platform and advisors to analyse our data. The insights from this report will help us focus our efforts on the most significant areas and develop our reduction targets.





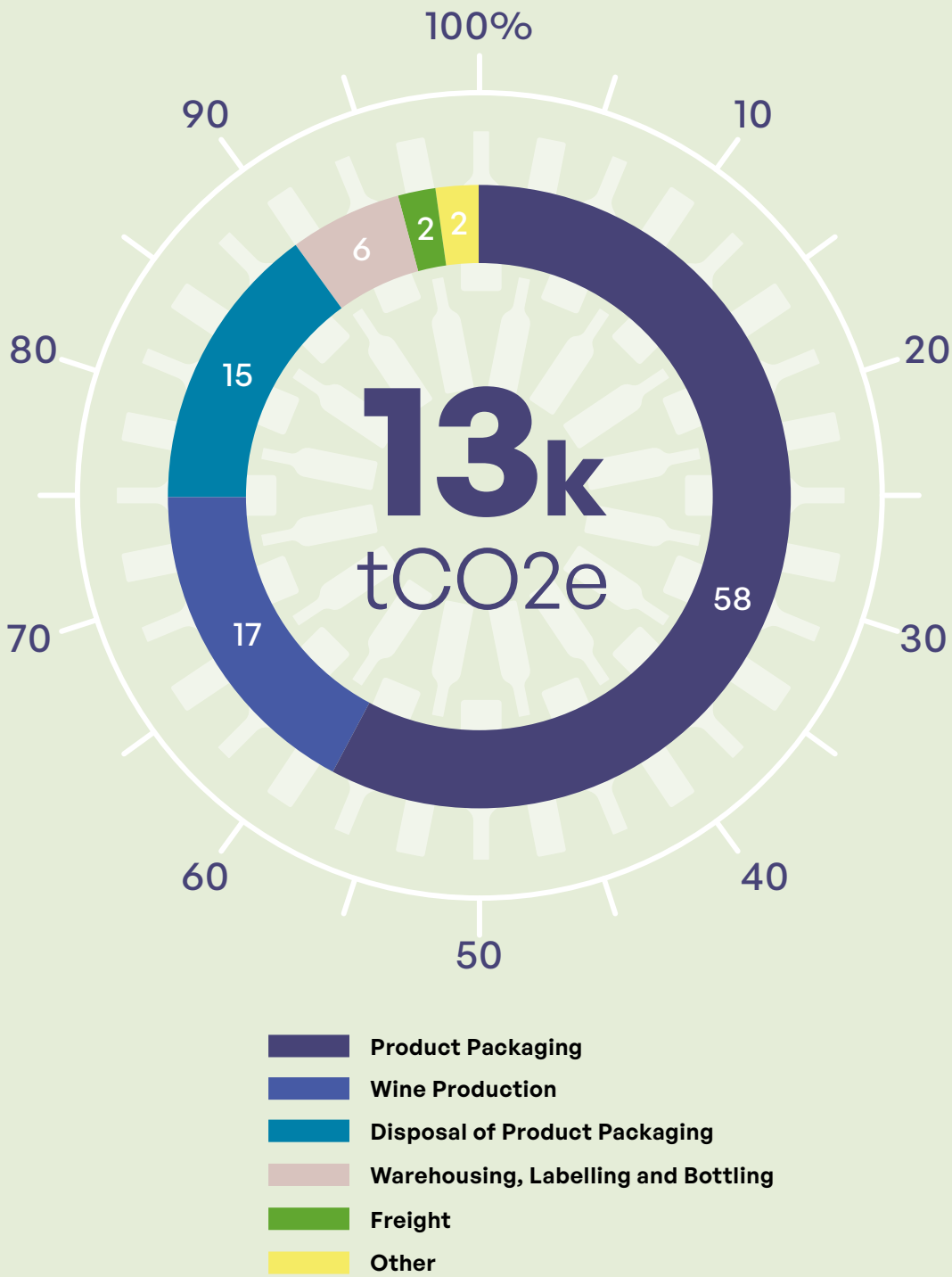
We know this is just the starting point, and we are committed to improving the accuracy of our reporting year on year. As we refine our data, there may be fluctuations in our figures, but this is part of the learning curve—we aim to continuously learn and improve. We work with a progressive group of suppliers, many of whom have been calculating their carbon footprints for several years. Over the next 12 months, we will collaborate with our key suppliers to incorporate their carbon footprint data into our reporting, making it more precise.

To measure, reduce, remove, and report, we need to start somewhere—even if it isn't perfect the first time. Our products account for 90% of our carbon footprint, covering packaging production, winemaking, and waste disposal. Services such as warehousing, bottling, labelling, marketing design, and printing contribute 6%, freight makes up 2%, and other factors—including employee commutes, business travel, and office operations—account for the remaining 2%.

With our growth plans over the next five years, we have set an intensity-based reduction target linked to projected revenue for 2030. Our goal is to achieve a **25% reduction in emissions per million in revenue**, bringing it down from **470 tCO₂e/M revenue** to **350 tCO₂e/M revenue**. We have a clear action plan across Scope 1–3 to reach this target. Over the next few years, we will also evaluate how to develop a **Net Zero plan for 2040**.

OUR EMISSIONS

Total emissions of North South Wines Ltd, by activity (% tCO₂e)



PRODUCTS

Our ambition is to build a portfolio that leads the way in innovation while being better for the planet, all without compromising on quality.

Key targets

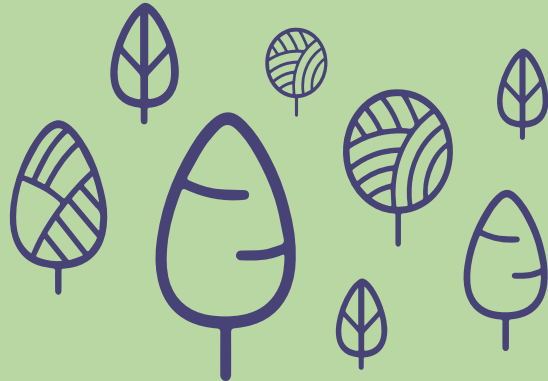
Over 80% of bottles and cases to include over 50% recycled content - by 2025.	70% of bottle and 75% of cases of products sold by volume have over 50% recycled content – both improvements on last year.	In Progress
Reduce still bottle weight average by 10% - by 2025.	Our average bottle weight sold by volume is 478g (down from 501g last year) a 4.59% decrease from last year and a 5.34% decrease from our first calculation at 505g. We want to work towards the Sustainable Wine Roundtable bottle weight accord and get to an average weight of 420g by 2026.	In Progress

What we said we would do in 2024



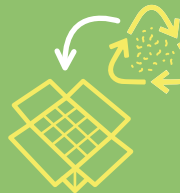



- Complete our full product packaging review. Improve own brand and supplier brand packaging.**
- Increase % of products sold with environmental or social certification.**
- NSW own brand packaging to all contribute to 1% for the planet and feature OPRL recycling logo, 1% for the planet logo, B Corp logo and be in 100% recycled paper for labels and in lighter weight bottles.**
- Continue to make progress on the packaging targets for all elements, including alignment with SWR bottle weight accord.**
- Increase alternative packaging offerings.**
- Increase % of products that have the OPRL recycling logo on the back label.**
- Continue to work with suppliers to have environmental and/or social certification.**

What we have done

- 2024 has been focused on refining our reporting and analysis. We've invested in improving data availability and conducting more detailed analysis based on volumes. With this now in place, we will shift towards working more strategically with suppliers to drive the biggest impact.
- We have managed to calculate by volume sold that 86% of our products have either environmental or social certification.
- We've made significant progress with our own brand packaging. Partnering with the fantastic B Corp TreeApp for 1% for the Planet, our own brands have already donated enough to plant over 2,000 trees. Our labels now include recycled content, we've switched to lighter-weight bottles, and all labels feature OPRL recycling information and the B Corp logo.
- While there's still work to be done to reach our targets, the past year has been focused on improving our analysis to better identify key suppliers and products for driving improvement. We are now in the best position to work towards achieving our goals.
- This year, we launched our largest Italian sparkling brand in a can. A huge step for us. After extensive research and close collaboration with our customers, we identified this as a great opportunity to expand the brand into more environmentally friendly packaging. We're excited to explore more projects like this throughout 2025.
- Currently, only 1.8% of our products feature the OPRL logo on the back label. While many have some form of recycling information, we aim to drive the shift towards the more recognisable OPRL logo, and this will be a key focus moving forward.
- 75% of our suppliers overall have environmental or social certification or both (up from 64% last year). We are looking to increase this year on year.



PACKAGING TARGETS AND PROGRESS

Target	2023 Numbers		2024 Numbers	Progress
80% to include - OPRL recycling logo on label	0.3%		1.8%	83% growth in products having the OPRL logo from a very small base - still a lot to do to reach our target
Packaging: 80% of our portfolio's glass bottles, to have +50% recycled content	65%		70%	7.14% more products have over 50% recycled content
Packaging: 80% of our portfolio's cartons, to have +50% recycled content	65%		75%	13% growth in products that come in over 50% recycled content cases
Reduced still wine bottle weight average by 10% (from 505g to 454) and work to bottle weight accord of 420g by 2026	501g		478g	We have reduced bottle weight by 4.59% as an average
25% have 50%+ recycled content in labels	1%		3%	66% growth in products with recycled content in labels from a very small base
50% have 50%+ recycled content in screwcap	0.66%		0.75%	12% growth in products with over 50% recycled content in screwcap from a very small base

Treeapp

We have chosen Treeapp, a fellow B Corp, as our environmental charity partner. They are a global tree planting organisation that operates sites across the UK and around the world. What sets them apart is they don't just work with one tree planting partner, but instead connect with multiple planting communities to ensure each project achieves its long-term goals.

At Treeapp it's all about putting the right tree in the right place. They use forestry experts to support all planting activities, ensure a stringent 3-6 month site selection process, and only plant endemic or non-invasive native species. We are able to track the projects we support through the counting widget.



OUR 2024 IMPACT



2,009
Trees
planted



~1.34ha
Land
reforested



1
Country
supported



219.98t
CO2e
absorbed



20
Workdays
created

Plans for next year:

- Increase contribution to Treeapp and planting of more trees through 1% for the planet and our own brand packaging.
- Continue to make progress on packaging targets for all elements, including alignment with SWR bottle weight accord.
- Increase alternative packaging offerings.
- Increase % of products that have the OPRL recycling logo on the back label.
- Continue to work with suppliers to have environmental and/or social certification.
- Continue to work to increase the volume of products sold with environmental or social certification.



SUPPLIERS & SERVICE PROVIDERS

Our supply and service partners are essential to our success on the sustainability journey. We are committed to working with them to ensure a positive impact and drive meaningful change. Feedback from stakeholders is crucial for our ongoing improvement, and as a company striving to champion better business in wine distribution, we’ve implemented ways to gather this feedback. One such method is our annual Supplier Satisfaction Survey, which allows suppliers to highlight our strengths and offer suggestions for how we can work better together towards our shared goals. This year’s results showed a 4.8% increase in average scores compared to last year, reflecting the strong partner relationships we’ve worked hard to cultivate and the improvements we’ve made in our service to suppliers.

Key targets		
All of our significant suppliers will have environmental or social certification by 2025.	14 of our 16 significant suppliers have environmental or social certification (87% - up 3.5% on last year).	In Progress
Supplier satisfaction target of 4.5/5.	We conducted our second supplier satisfaction survey in 2024 and achieved 4.4/5 (4.8% increase from 2023). We were just shy of our target but pleased with the increase and will continually work to meet 4.5/5.	In Progress
What we said we would do in 2024		What we have done
To achieve our supplier satisfaction target of 4.5/5 and act on any feedback received.	Although we were just short of our target with a score of 4.4/5, we’ve worked hard to improve our service to suppliers. We’ve invested in expanding our buying and supplier liaison team, enhancing our marketing offering and strategy for suppliers, and increasing supplier engagement through tastings, winery trips, and our 10-year anniversary portfolio tasting.	
Work with winery partners to make improvements to their sustainability credentials.	This process has taken longer and proved more complex than anticipated. Our key suppliers have changed over the past 12 months, with one supplier without certification dropping off the list and another without certification joining. The complexity of certifications within the wine supply chain also presents challenges. However, the work being done by the Sustainable Wine Roundtable on standards benchmarking will help us ensure that the certifications our suppliers hold are robust.	



What we said we would do in 2024	What we have done
To develop a programme for Supplier sustainability engagement and information sharing.	This is something we are still working on and will be a key focus in 2025.
Use the scope 3 emissions calculations and supplier engagement on emissions to set near and long-term targets for key suppliers for improvements.	2024 has been focused on gathering data and calculating our emissions, which has taken longer than expected. With these calculations now complete, 2025 will be dedicated to communicating our findings and working with our supply chain to implement carbon emissions reduction actions.

PRODUCER FEATURES



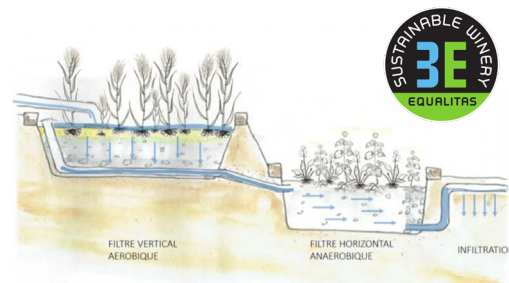
Vallformosa Spain

We were thrilled to welcome our Spanish supplier, Vallformosa, as a B Corp certified business. Vallformosa is the first Spanish winery to achieve Certified B Corp status, a recognition of their ongoing commitment to sustainability, social responsibility, and transparency in all their operations. From installing solar panels and offering 100% vegan products to using less water than the industry average, innovating in sparkling wine packaging, and recycling or reusing 91% of their waste, Vallformosa has set the standard for sustainable cava production. What we truly admire, however, is the support they offer their growers — from discounts and access to innovative vineyard health technology, to training, advice, and the best market prices. They are deeply invested in their community and the well-being of their growers.



The Wine People, Italy

As one of our shareholders, TWP shares our values and commitment to sustainability. Their estates in Sicily faced the harsh effects of climate change this year — visiting the vineyards at Santa Tresa and Cortese in Southern Sicily during late summer, it was impossible not to notice the brown leaves and heat-damaged vines. Water scarcity and conservation have always been significant challenges in Sicily. To address this, Santa Tresa invested in a phytoremediation plant, which treats wastewater from the winery naturally, allowing them to reuse it repeatedly. In fact, Santa Tresa has been chosen as the test case winery for phytoremediation in the region. The sun and heat also have their advantages — they've installed a 63 kW/h photovoltaic system to generate electricity from renewable sources, making the winery completely self-sufficient in electricity since October 2023. Sustainability is a way of life for the team at Santa Tresa. They don't just tick the green boxes; they truly live their values.



De Bortoli, Australia

De Bortoli, Australia's second-largest family-owned wine company, is deeply committed to sustainability, going well beyond mandatory requirements. Their efforts include water management, biological farming, and a focus on sustainable packaging and waste management practices. By 2024, their Rutherglen winery and vineyards, as well as their Yarra Valley vineyards, achieved certification as members of Sustainable Winegrowing Australia, following in the footsteps of their Riverina vineyard and Bilbul winery, which was the first to be approved for the national sustainability programme in 2010.



SUSTAINABLE WINEGROWING AUSTRALIA



GREEN GLOBE
Winner 2014

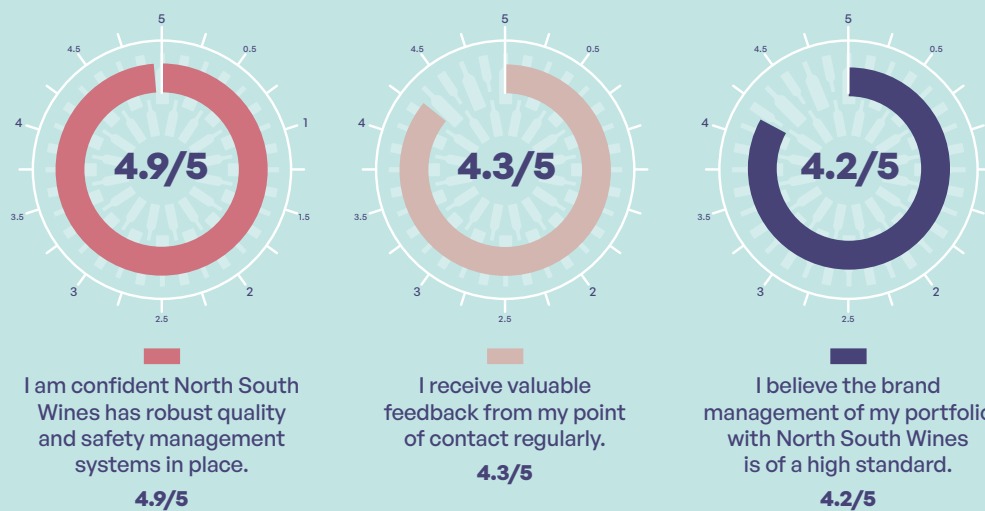
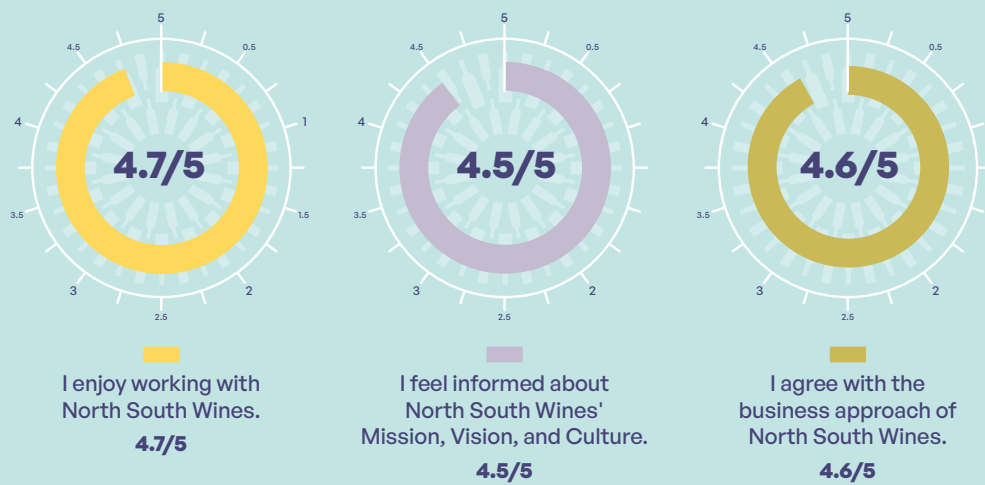


Vignobles André Lurton

Vignobles André Lurton has been part of the NSW partner family for several years now, becoming a firm favourite with both staff and customers. This family-run business places sustainability at its core, with the guiding value of "Sustainable family estates." They care deeply about the environment and what will be left for future generations, but equally about their people, with some employees being second or third-generation members of the team. Their environmental commitment is showcased in the exceptional Château Bonnet range, featuring lighter-weight bottles, eco-friendly paper, second-life inks, and second-hand hot stamping on the labels. The estate is also biodiverse, with beehives, an eco-garden, and plans to transform the property into an eco-farm — a true model of sustainability.



SUPPLIERS SURVEYS



Plans for next year

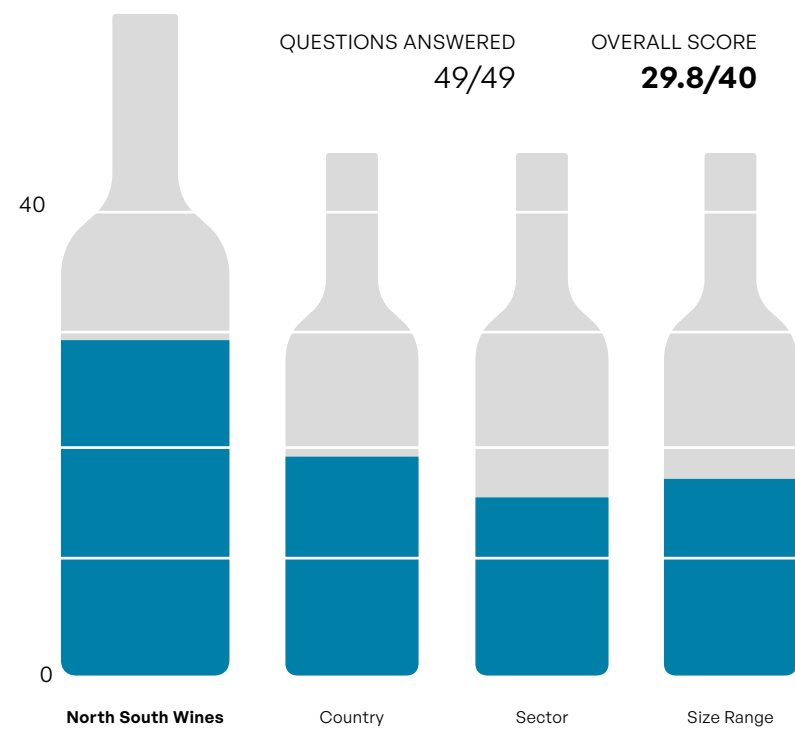
- To achieve our supplier satisfaction target of 4.5/5 and act on any feedback received.
- To work with our 2 significant suppliers who do not have environmental or social certification to gain one or both.
- To implement our programme for supplier sustainability engagement and information sharing.
- Use the scope 3 emissions calculations and supplier engagement on emissions to set near- and long-term targets for key suppliers for improvements.



WORKERS

“Great things in business are never done by one person; they’re done by a team of people.” - Steve Jobs.

We want that team to be the happiest and the best they can be. Through our worker survey, our policies and benefits, and the culture of the business we want to give everyone the opportunity to learn, progress and flourish.



Key targets

Annual staff satisfaction survey - target to achieve over 4.5/5.

In 2023, we scored 4.23/5, just below our target of 4.5/5. We have carefully considered the feedback from the survey and implemented changes based on it. While we recognise that a 4.5/5 is a high target, we remain committed to working as hard as we can to get as close as possible.

In Progress

What we said we would do in 2024

Continue to listen and respond to employee annual surveys.

Further encourage employee input prior to operational and strategic policy and practice changes – look at how we can formalise this process.

Increase training opportunities for all employees: Carbon Literacy training for all employees.

Increase training opportunities for all employees: Equality, diversity and inclusion training for some employees.

Feedback from Review Process to facilitate personalised training requests.

Mental health first aiders trained below management levels.

Implement new review and progression procedure.

To create a positive and supportive new office culture when we have moved to our new office.

Conduct a Risk Assessment when it comes to worker conditions for all our suppliers and put in place an audit scheme for higher risk suppliers.

What we have done

As outlined in our targets, we will continue to conduct this survey annually. One change we implemented in 2024 based on feedback was the introduction of monthly full-team online meetings. These meetings are designed to improve cross-team communication and ensure everyone is updated on new business developments and company performance.

This has been tricky to formalise, we are still considering how we can implement a formal procedure.

This took place in 2024.

This is something we have flagged in our JEDI (Justice, Equity, Diversity & Inclusion) strategy and we will be looking to implement in 2025.

This features in the new review process implemented in 2024, and will continue to be a focus into 2025.

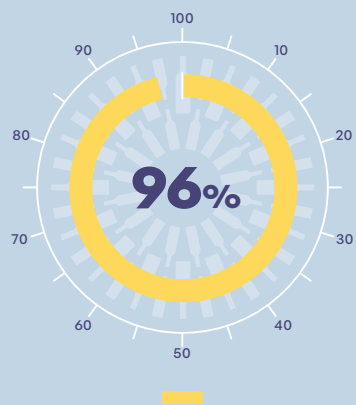
We now have 6 people in the business at various levels trained as Mental Health First Aiders, with one more to follow in 2025.

This was implemented in 2024, a simplified review process with more opportunity for conversation about progression.

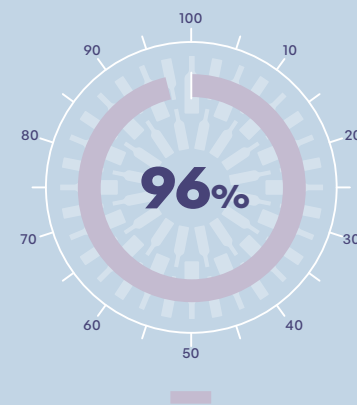
From summer BBQ lunches in the office and a dog-friendly workplace (including our office manager’s new puppy, Twiggy), to Christmas karaoke parties, company skiing holidays, and quarterly 1k bonus wins from our “spin the wheel” event, the company culture has evolved into a fun and supportive environment.

We currently ask all our suppliers to sign our Ethical, Social, and Environmental policy, and those working with larger customers are also on the SEDEX platform. We are continuing to develop a more robust worker audit scheme for all our suppliers and service providers, with a focus on implementing it in 2025.

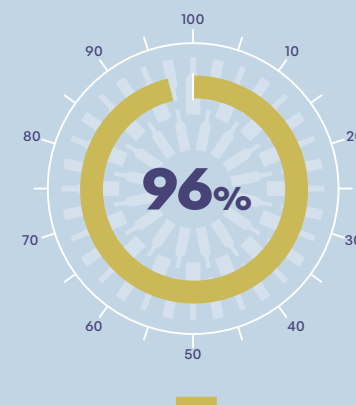
EMPLOYEE SURVEYS



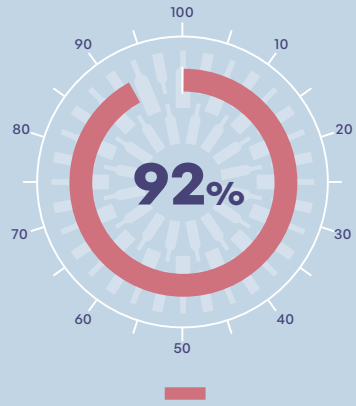
96% are motivated to work for the organisation.



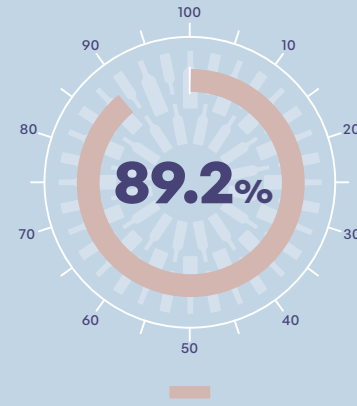
96% feel senior management is proactively engaged.



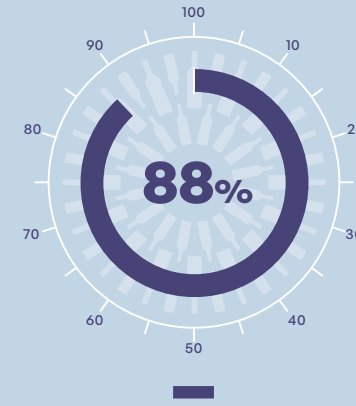
96% do their best at work every day.



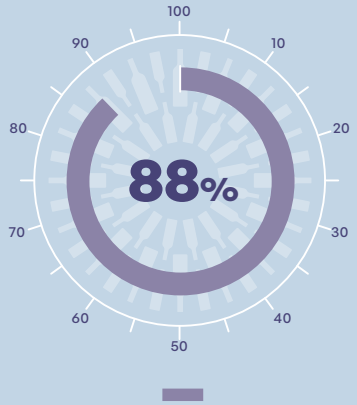
92% feel relationships are open, friendly, and respectful.



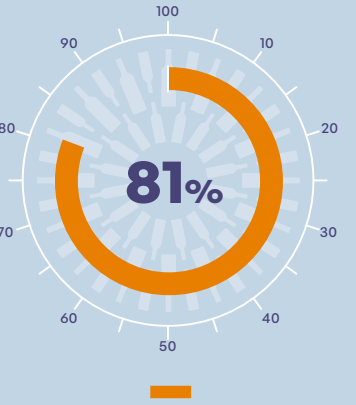
89.2% likely to recommend as an employer.



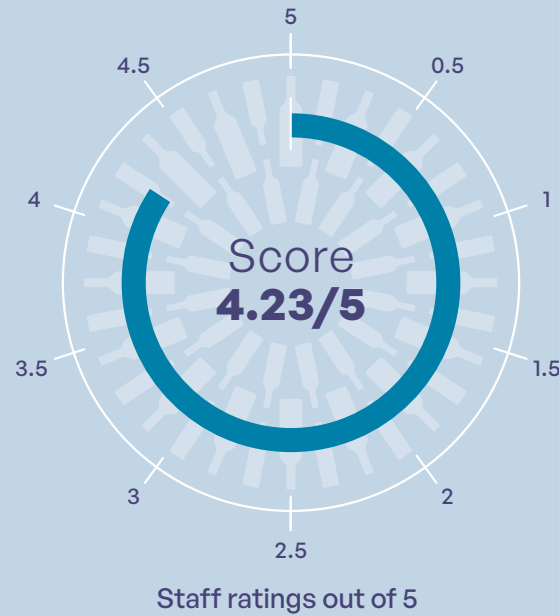
88% have enough flexibility.



88% satisfied with the health benefits.



81% feel their job is challenging and exciting.



Staff ratings out of 5



Staff ratings out of 5

“It’s a great opportunity to shine a light on the importance of mental health support in the workplace, particularly around breaking the stigma that still exists – especially for men. One of the main reasons I trained as a Mental Health First Aider was seeing first-hand how common it is for people to struggle in silence, often out of fear of judgement or not knowing where to turn. The workplace plays a crucial role in creating a culture where it’s OK to talk, and where support is both visible and accessible.

In the UK, around 1 in 4 people experience a mental health problem each year, and suicide remains the biggest killer of men under 50. These stats alone show how vital it is that we open up the conversation and make sure colleagues know they’re not alone. The training helps us spot early signs of mental health issues, offer a non-judgemental ear, and signpost people to professional support when they need it. For the business, it means we’re actively fostering a healthier, more compassionate environment – which benefits everyone.”

Andy Bagworth
Customer Services - Mental health first aider

Plans for next year:

- Achieve our target of 4.5/5 satisfaction and listen to feedback from the survey and implement changes from this.
- Increase training opportunities for all employees:
 - Carbon Literacy training for all employees
 - Equality, diversity and inclusion training for some employees.
 - Feedback from Review Process to facilitate personalised training requests.

- To continue to create a positive and supportive office culture.
- Conduct a Risk Assessment when it comes to worker conditions for all our suppliers and put in place an audit scheme for higher risk suppliers.



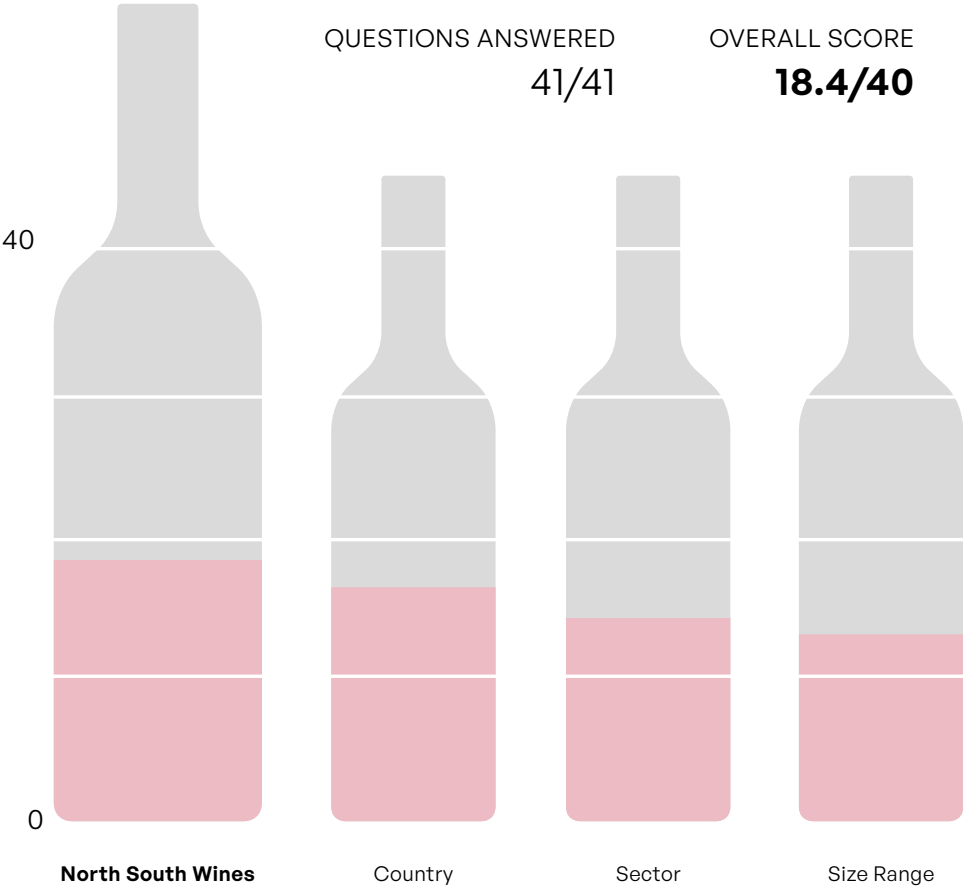


KEY TARGET

To achieve over 4.5/5 in our annual staff satisfaction survey

COMMUNITY

In 2023, our Sustainability Manager, Rebecca, and Head of Independents, Tim, attended a B Local session focused on social impact. A key takeaway was the importance of having a significant impact in one area, rather than spreading efforts across many. Previously, we supported different charities each year, but to maximise our impact, we decided to partner with one charity long-term. After researching local charities that aligned with our values, we chose Restore, a mental health charity in Oxfordshire. Throughout 2024, we have fundraised, volunteered, and participated in training with them, and we are excited to continue this partnership for the long term.



Restore’s impact in numbers



Key targets

For staff to donate 0.1% of total hours worked and >80% of the workforce to be involved in charity community paid hours scheme.

Since we started the scheme in 2022, we have donated 237 hours of time to various community and charity organisations across the country.

In Progress

Year	No. of hours	% of total hours worked	No. of people	% of workforce
2022	47.5	0.09%	14	53%
2023	57	0.11%	8	30%
2024	122.5	0.17%	15	55%

Equality Diversity & Inclusion committee including creation & implementation of a diversity, equity and inclusion strategy.

In 2024 we formed our Equality, Diversity and Inclusion committee to brainstorm and implement ideas to help increase equality, diversity and inclusion within NSW and the wine industry. We have developed our strategy which we will be implementing throughout 2025 and beyond.

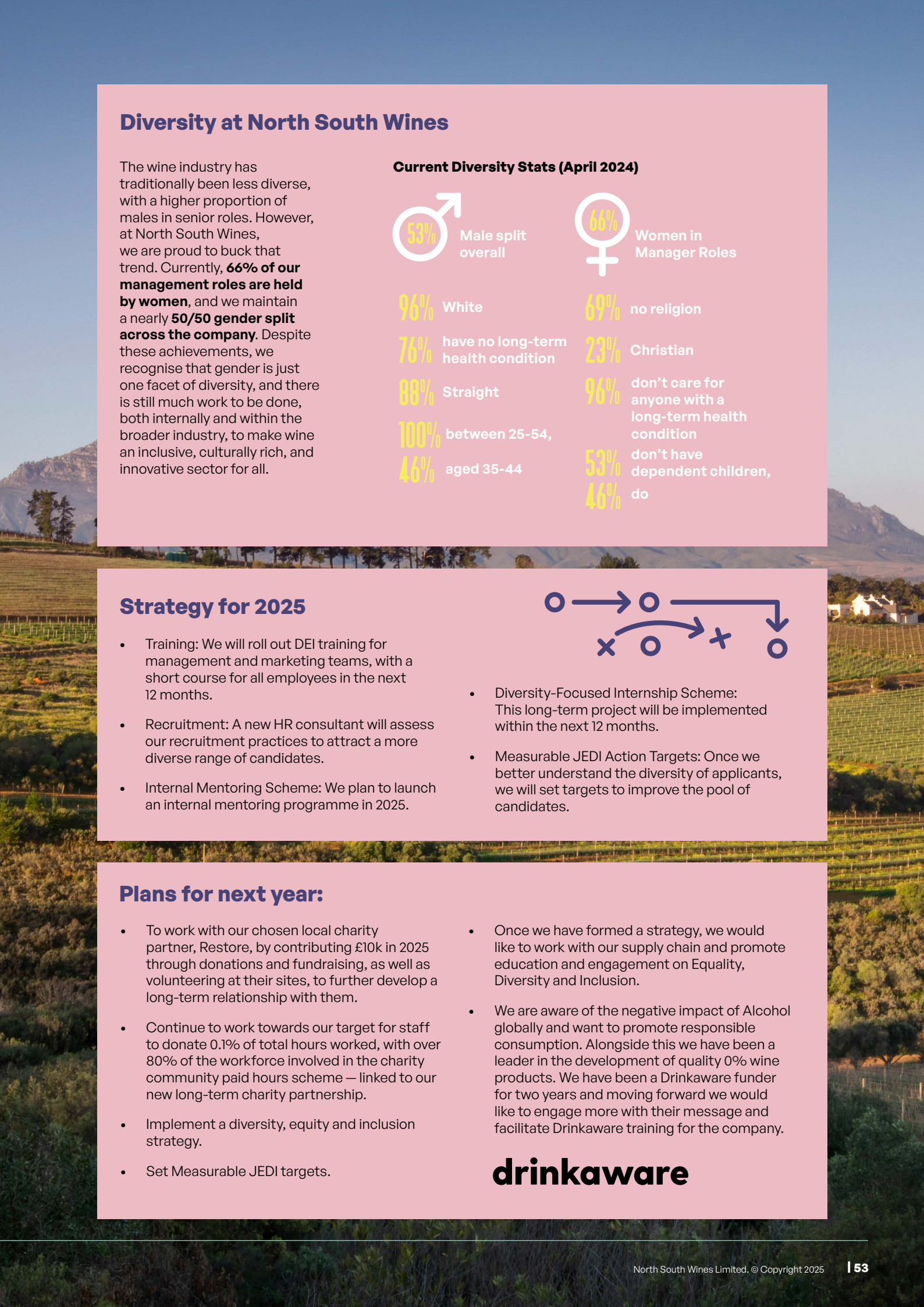
In Progress



“Restore has been supporting individuals across Oxfordshire since 1977. Members can attend recovery groups weekly for up to two years and receive one-to-one coaching. People are supported towards their own mental health recovery goals, such as moving on to employment, volunteering or training. Restore is also home to the Oxfordshire Recovery College for courses that support recovery and Restore are expert providers of formal mental health training.”



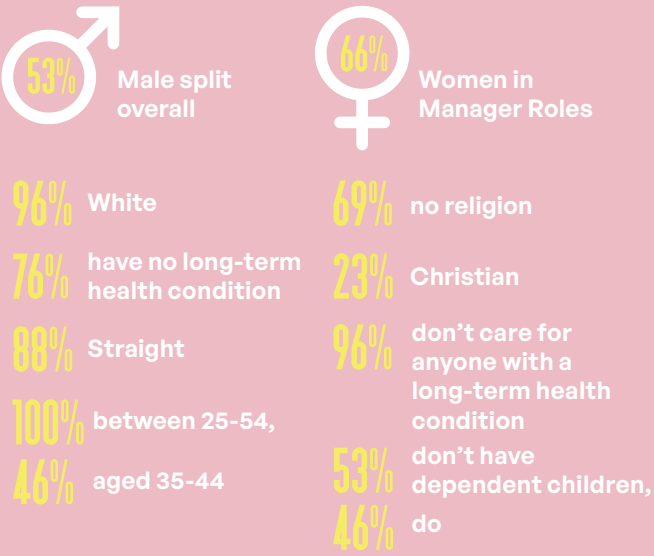
What we said we would do in 2024	What we have done
Encourage staff to take part in diversity, equality, and inclusion training.	This will be a part of our JEDI strategy for 2025.
Annual analysis of employee feedback looking at gender, age, ethnicity, and socio-economic status.	In 2024, we analysed our survey results with regards to gender, age, and ethnicity and results were presented to the management and board. We will be redoing this annually.
Track local purchasing.	With our office move in 2024 we have adjusted our local supplier preference list and will continue to work with local, environmentally focused suppliers.
To work with our chosen local charity partner - Restore by contributing 10K in 2024 via donations and fundraising, and by volunteering at their sites and develop a long-term relationship with them.	<p>In 2024, we donated £5K to Restore, which included both training and volunteering opportunities at their sites. Additionally, we raised £7,881 plus £1,126.26 in gift aid through our 24-hour Pelotonathon.</p> <p>Our donation will have a significant impact, supporting local individuals in their recovery from mental ill health. The funds raised from the Pelotonathon will cover the cost of professional mental health recovery workers to fully staff one of Restore's recovery groups for over a month. Restore operates six recovery groups across Oxfordshire, supporting approximately 510 individuals each year. As staffing is the main cost, unrestricted donations like ours are crucial, allowing Restore to allocate resources where they are most needed and ensuring the greatest possible impact for those they support.</p>
Continue to work towards target - For staff to donate 0.1% of total hours worked and >80% of the workforce to be involved in charity community paid hours scheme (20 paid hours for all members of staff each year for charity and community work) – linked with new long term charity partnership.	In 2024, we saw an increase in hours and involvement, successfully meeting our target of 0.1% of total hours. However, we still have work to do in order to engage 80% of the team in 2025.
The formation of the Equality, Diversity and Inclusion committee in 2024 will help guide our next steps in this area and the creation & implementation of a diversity, equity and inclusion strategy.	In 2024, we formed a JEDI committee and developed a strategy, which was presented to the management team in October. In 2025, we will focus on implementing this strategy, with the aim of fostering a more diverse workforce in the future.
We are aware of the negative impact of Alcohol globally and want to promote responsible consumption. Alongside this we have been a leader in the development of quality 0% wine products. We have been a Drinkaware funder for two years and moving forward we would like to engage more with their message and facilitate Drinkaware training for the company.	We continue to support Drinkaware as a funder, recognising the vital work they do in preventing alcohol harm. However, we acknowledge there is more we can do to raise awareness, and we are committed to working towards this objective in 2025.



Diversity at North South Wines

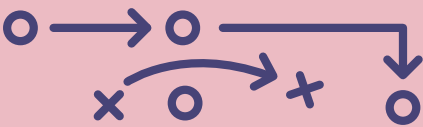
The wine industry has traditionally been less diverse, with a higher proportion of males in senior roles. However, at North South Wines, we are proud to buck that trend. Currently, **66% of our management roles are held by women**, and we maintain a nearly **50/50 gender split across the company**. Despite these achievements, we recognise that gender is just one facet of diversity, and there is still much work to be done, both internally and within the broader industry, to make wine an inclusive, culturally rich, and innovative sector for all.

Current Diversity Stats (April 2024)



Strategy for 2025

- Training: We will roll out DEI training for management and marketing teams, with a short course for all employees in the next 12 months.
- Recruitment: A new HR consultant will assess our recruitment practices to attract a more diverse range of candidates.
- Internal Mentoring Scheme: We plan to launch an internal mentoring programme in 2025.
- Diversity-Focused Internship Scheme: This long-term project will be implemented within the next 12 months.
- Measurable JEDI Action Targets: Once we better understand the diversity of applicants, we will set targets to improve the pool of candidates.



Plans for next year:

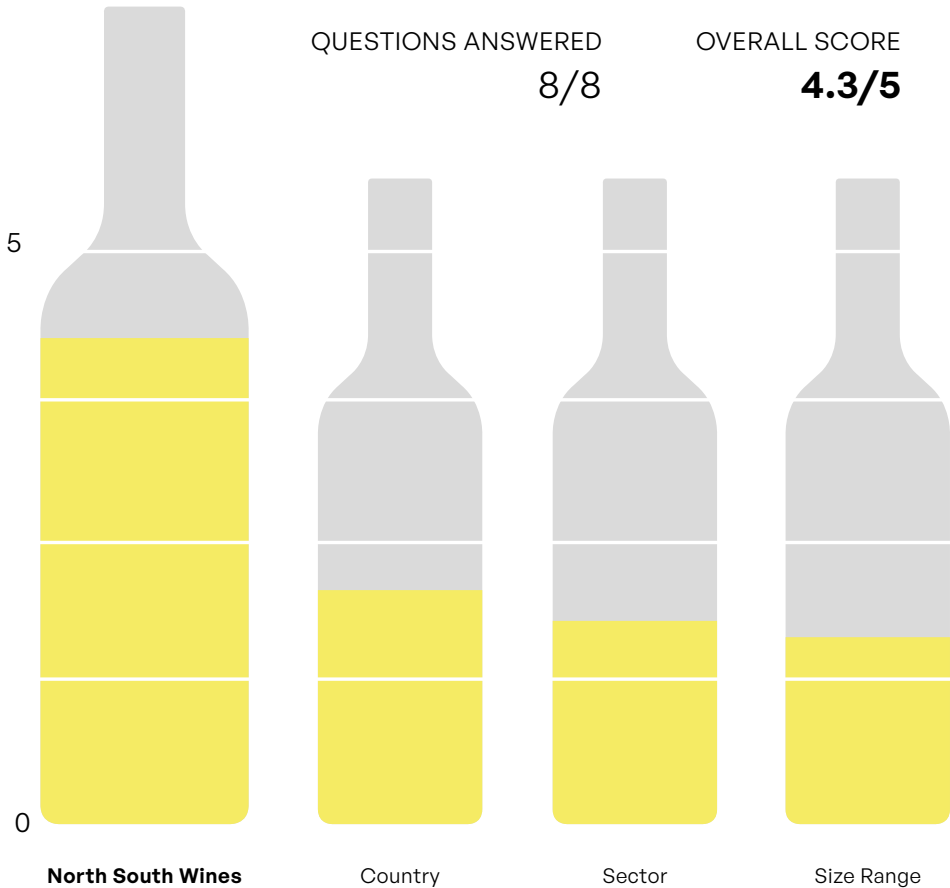
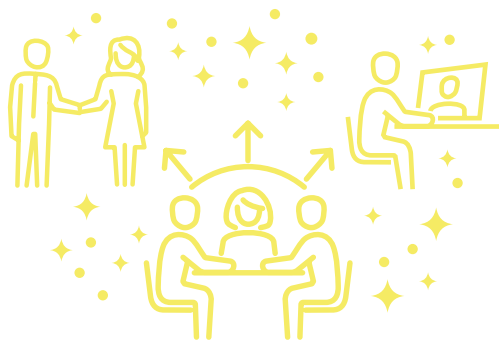
- To work with our chosen local charity partner, Restore, by contributing £10k in 2025 through donations and fundraising, as well as volunteering at their sites, to further develop a long-term relationship with them.
- Continue to work towards our target for staff to donate 0.1% of total hours worked, with over 80% of the workforce involved in the charity community paid hours scheme — linked to our new long-term charity partnership.
- Implement a diversity, equity and inclusion strategy.
- Set Measurable JEDI targets.
- Once we have formed a strategy, we would like to work with our supply chain and promote education and engagement on Equality, Diversity and Inclusion.
- We are aware of the negative impact of Alcohol globally and want to promote responsible consumption. Alongside this we have been a leader in the development of quality 0% wine products. We have been a Drinkaware funder for two years and moving forward we would like to engage more with their message and facilitate Drinkaware training for the company.

drinkaware

CUSTOMERS

Every member of the NSW team plays a part in ensuring our customers have the best possible offering. From our sales and marketing teams, to customer service and logistics making sure the wine arrives in perfect condition, to technical ensuring the highest quality, and sustainability providing data, insights, and supply chain screening — it’s all about working together. Delivering excellent service, offering top-quality products that meet consumer needs, and being open, honest, and transparent are at the heart of how we work with customers, whatever their size.

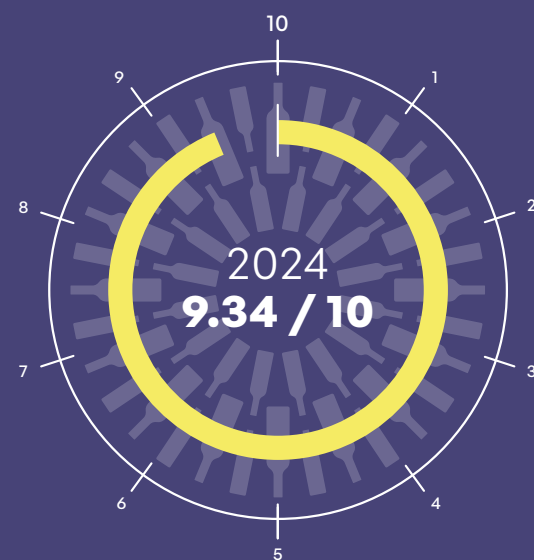
The wine industry continues to face increasing demands, from duty changes and EPR to availability and logistics challenges and we have worked hard to support our customers through this. Whether by providing insights, acting quickly, or staying ahead of the curve, our focus is always on open, honest communication that builds long-standing relationships and helps drive business forward for everyone.



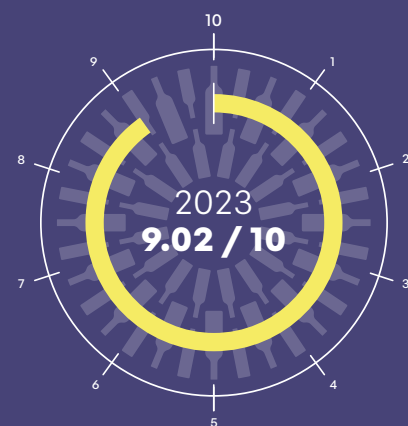
Key targets		
Customer annual survey - target to achieve over 9/10 satisfaction.	In 2024 we achieved 9.34/10 satisfaction on our annual customer satisfaction survey. We are now committed to maintaining our target of over 9/10 moving forward.	Achieved – annual target.
Maintain BRCGS AA grade - annual.	In July 2024 we maintained our AA grade for BRCGS. This shows we have the highest standards in quality and safety which is important reassurance for our customers.	Achieved – annual target.
What we said we would do in 2024		What we have done
Act on customer feedback.		We received very positive feedback from our customer survey, but a few areas for improvement were highlighted: <ul style="list-style-type: none">- Clearer communication around range developments. We have responded by redesigning our newsletter and will also be investing in improving our website.- Reducing out-of-stocks. We have invested in building a more robust forecasting tool, with the first stage now in place.- Occasional delivery issues. In 2024, we invested in strengthening our customer service team to ensure we continue to offer the best possible support.
Work with suppliers to maintain and improve number of suppliers with quality assurance audits.		58% of our suppliers now hold BRCGS certification, and a further 19% have IFS certification (down from 59% and 24% last year). This slight decrease reflects our focus on bringing in smaller, independent wineries, who are less likely to hold formal technical certifications. However, our technical manager works closely with these producers to ensure robust quality systems are in place and maintained.
Present annual customer satisfaction results to the company and publish them on our website.		Since launching our customer feedback surveys, we’ve received two years of fantastic results. We are proud to share these openly – featuring them on our website, across social media, and presenting them to the entire company and Board.
Continue to give the best service and the best quality products we can.		This was reflected in our latest customer survey results, with a satisfaction score of 9.34 out of 10 — up from 9.08 in 2023. Feedback included comments such as: “Our account manager at North South has been second to none, taking the stress of wine sourcing away from us.” “A really good range of wines and great people who follow through with their promises.” “Lovely wines at great prices and lovely staff.” “Quality product and amazing customer service! The team are also very accommodating to all requests and queries — overall, a fantastic company to work with.”

What we said we would do in 2024	What we have done
Work with customers to ensure we have all the data to hand in the format required to meet their sustainability data needs – advocate in the industry to formalise data collection.	During 2024 we ensured our data collection platform included all the data required for our customers reporting. We are now working with our data platform to make extracting that data to complete customer requests more efficient. Data in all parts of the supply chain is going to be key – we can make improvements if we can measure the impact.

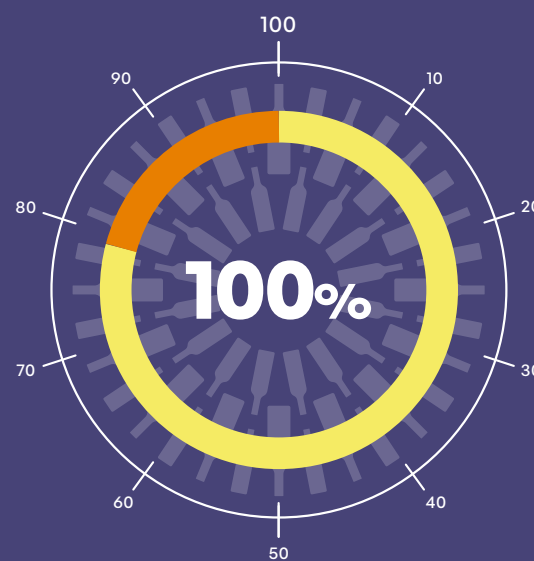
CUSTOMER SURVEYS



Customer ratings out of 10
2024 – Average score 9.34 / 10
scores range from 7-10



Customer ratings out of 10
2023 – Average score 9.02 / 10
scores range from 4-10



How satisfied are you with the overall service you receive from North South Wines?

Very satisfied	63
Somewhat satisfied	17
Neither satisfied or dissatisfied	0
Somewhat dissatisfied	0
Very dissatisfied	0

Plans for next year:

- Customer annual survey - target to achieve over 9/10 satisfaction.
- Maintain our BRCGS AA Grade.
- Act on customer feedback.
- Work with customers to ensure we have all the data to hand in the format required to meet their sustainability data needs – advocate in the industry to formalise data collection.
- Ensure all our new and current suppliers meet our customer sustainability requirements.
- Work with suppliers to maintain and improve number of suppliers with quality assurance audits.
- Continue to give the best service and the best quality products we can.



CUSTOMER FEEDBACK

“It’s a simple thing, but one that bears repeating, we don’t buy wine from companies, we buy wine from people. There is an awful lot of wine out there to choose from so having a terrific range of wines does not make North South Wines unique. It’s the combination of a well-priced portfolio of terrific wines married to a fantastic team of people that puts them on the top step. We have a brilliant relationship with the really rather lovely Greig but everyone we have met from North South has been, hand-on-heart, genuinely delightful. Whether it’s an email chat, a catch up at a trade tasting or overindulging on cannoli and coffee in Sicily, it’s always done with a smile and genuine enjoyment of the job. The feeling that you are a valued customer is, I think, very important and we certainly feel valued. Like I say, we buy wine from people and North South Wines are good people.”

Rob Hoult, Hoult's Wine Merchants

“North South Wines has been an exceptional partner for our business. Their dedication to sourcing and supplying a diverse and high-quality range of wines is truly commendable. We’ve consistently been impressed with the efficiency of their operations and their proactive approach to understanding our needs.

Their team is knowledgeable and always ready to offer insightful recommendations, ensuring that our portfolio remains exciting and relevant to our customers. The reliability of their supply chain has been a significant asset, allowing us to manage our inventory effectively and meet customer demand without disruption.

Beyond their excellent product and service, North South Wines stands out for their commitment to ethical and sustainable practices. Knowing that we are partnering with a company that values both quality and responsibility gives us added confidence.

We wholeheartedly recommend North South Wines to any business looking for a dependable, forward-thinking, and quality-focused wine supplier.”

Richard Bailey, Arkell's Brewery

Waitrose have been working with North South Wines since they started and together we have built a really strong partnership over the years. Their portfolio is diverse and quality led - despite rapid growth, North South Wines have managed to maintain a level of service which outshines many of our other suppliers. I enjoy working with the team there, who are flexible, fast-moving and full of ideas to drive growth for both of us.

Alexandra Mawson, Wine Buyer, Waitrose





At a fast-moving business such as ours, it’s important to find partners who are invested in growth and actively contributing towards it. NSW goes above and beyond this expectation and has cemented itself as a key partner in the category. Time after time, they have brought us exceptional NPD and innovative ideas to drive both our businesses forward. The relationship they have built with our team has made them our go-to for new ranges, activations, and when we have brought projects to them, they have proven how agile and adaptive they are to get them completed. Most importantly, they continue to get the basics right. The team demonstrates market-leading customer service and communication while offering best-in-class logistics and supplier support, which means they continue to be front and centre of our business.

Will Bridges Webb, Senior Buyer, Ocado Retail



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t: 020 3871 9210
e: hello@northsouthwines.co.uk

North South Wines Limited,
The Guard House (Building 89),
Bicester Motion,
Old Skimmingdish Lane,
Bicester, Oxon, OX27 8AL.

