



CHILLY'S *RESPONSIBILITY REPORT*



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MATERIALS

90%

reduction of direct product packaging weight from Chilly's new packaging.

1 MILL

products ordered that are made with our certified 90% post-consumer recycled stainless steel.

FOOTPRINT

3D

printers in our new in-house prototyping facility established at HQ. This significantly reduces our reliance on external prototyping, which was often made in Asia and delivered by air freight.

CIRCULARITY

EPP

Big Mouth lids feature expanded polypropylene (EPP) for insulation. This allows for the whole lid to be made from a single material, making it easier to recycle, compared with other more commonly used insulation materials.



formalised approach to Circularity, focusing on durability and continuing our commitment to avoiding bonded multi-materials and designing with disassembly in mind.

PEOPLE

5

mantras established that underpin how we operate at Chilly's.

86.5%

of employees had sustainability goals this year as part of our new goal setting and progression.

OUR VALUES

2

new charity partners focused on music and creativity access for young people.



INTRODUCTION

ABOUT CHILLY'S

Chilly's was founded in 2010 by James Butterfield and Tim Bouscarle, with the aim of providing people with the ability to always have cold water on-the-go without having to buy single-use plastic water bottles.

The result was the Chilly's Bottle, a modern and stylish product designed to combine the convenience of a plastic water bottle with the high-performance technology and sustainability benefits of a traditional flask. We have now expanded our range to include a wider selection of reusable products, with many more exciting products in development.





CHILLY'S MISSION

Chilly's mission is to accelerate the adoption and everyday use of reusable products.

We aim to achieve this by creating products designed for an active urban lifestyle, striking the perfect balance between distinctive style and unrivalled performance.



CHILLY’S IS B CORP CERTIFIED

At Chilly’s, we’re proud to be a certified B Corporation, a milestone we first achieved in June 2023. This certification represents more than a badge; it reflects our commitment to being a purpose led brand with sustainability at its core. Being B Corp certified means we have been independently verified by B Lab as meeting high standards of social and environmental performance, accountability, and transparency.

We recognise that B Corp Certification doesn’t mean we’re perfect; rather, it shows we are part of a global movement striving for continuous improvement.

This year, in 2025, B Corp launched its new and more rigorous standards. Normally, companies must recertify every three years, however, due to the significant changes to the assessment, we have been given another year to complete the assessment. Over the next two years, we’ll be actively working towards re-certification and evolving our practices to meet, and hopefully exceed, these expectations.

WHAT DOES CERTIFIED B CORP MEAN?

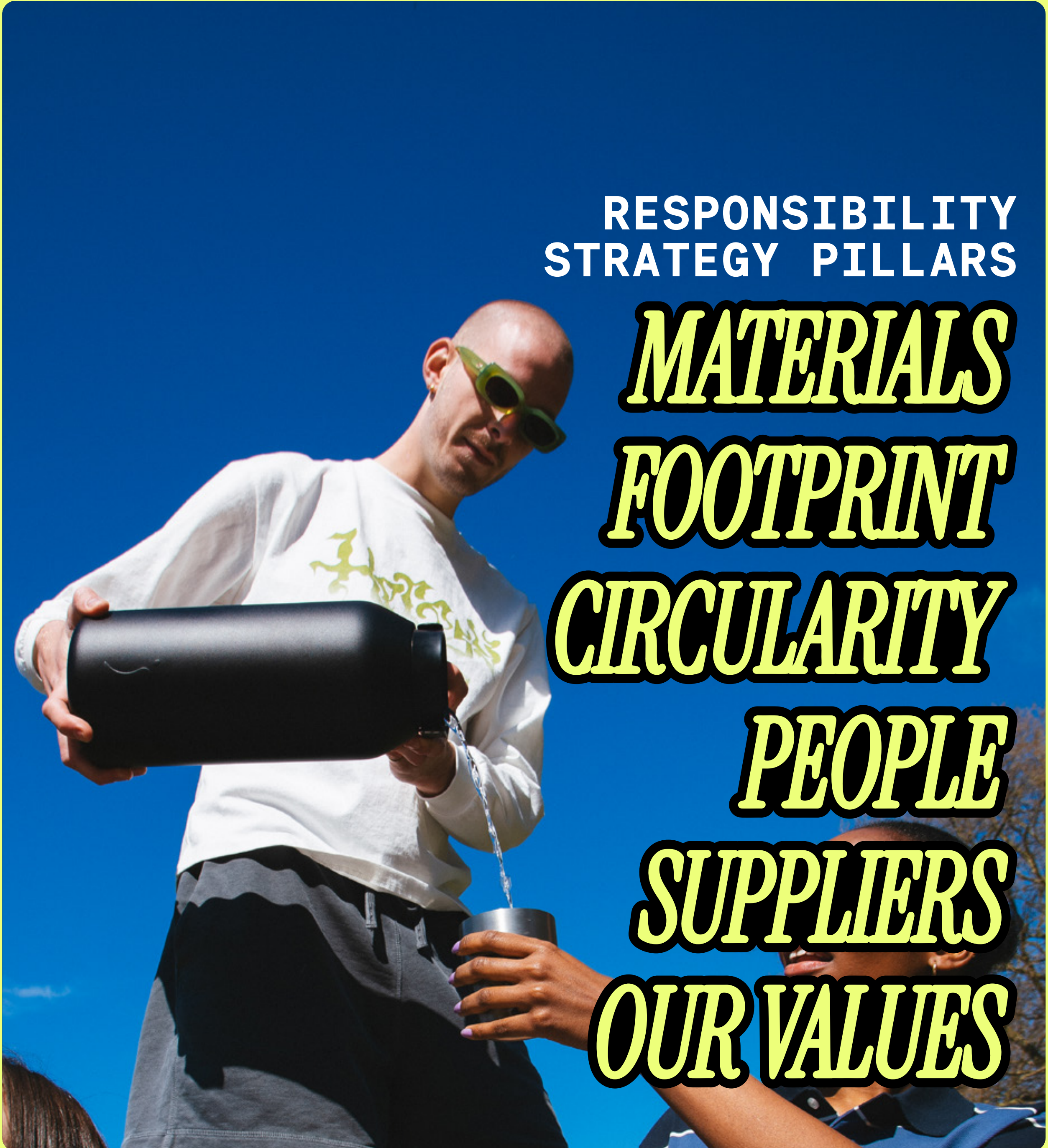
“B Corp Certification means that a company has been verified as meeting B Lab’s high standards for social and environmental impact, that it has made a legal commitment to stakeholder governance, and that it is demonstrating accountability and transparency by disclosing this record of performance in a public B Corp profile.” (B Lab 2024)

RESPONSIBILITY STRATEGY

In 2023, we launched Chilly’s first Responsibility Strategy to frame and focus our approach. This strategy is designed to ensure that we take a truly holistic approach to sustainability, taking responsibility for our impacts across environmental, social, and governance issues.

Through a materiality assessment, we identified six pillars outlined opposite, to focus our efforts on. You can find more information about the assessment and how the pillars were created in Chilly’s 2023 / 2024 Responsibility Report.

The purpose of this report is to share where we have progressed against each area of our responsibility strategy and targets, as well as to share where we can improve.



RESPONSIBILITY STRATEGY PILLARS

- MATERIALS
- FOOTPRINT
- CIRCULARITY
- PEOPLE
- SUPPLIERS
- OUR VALUES



MATERIALS

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23***



MATERIALS



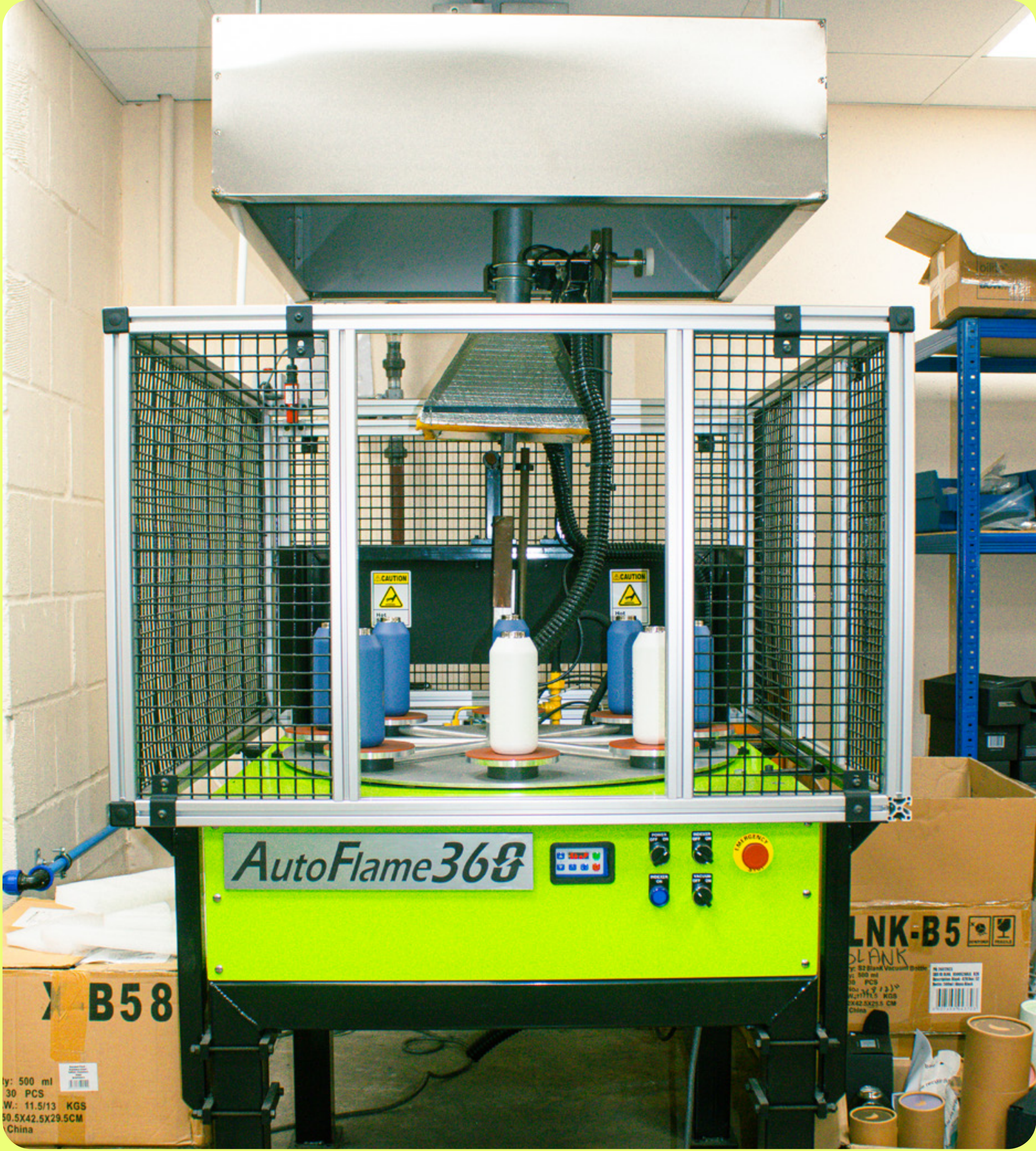
MATERIALS



MATERIALS

Materials lie at the heart of everything we create – from the products themselves to the packaging they arrive in. At Chilly’s, one of our core values is using high-quality materials built to last. As we’ve grown, we’ve continued to explore more responsibly sourced options, all while maintaining the same quality we are known for.

When it comes to packaging, our goal is twofold: to protect each product throughout its journey and to minimise the environmental impact of the materials we use. We’re constantly working to strike the right balance between function, sustainability, and thoughtful design.

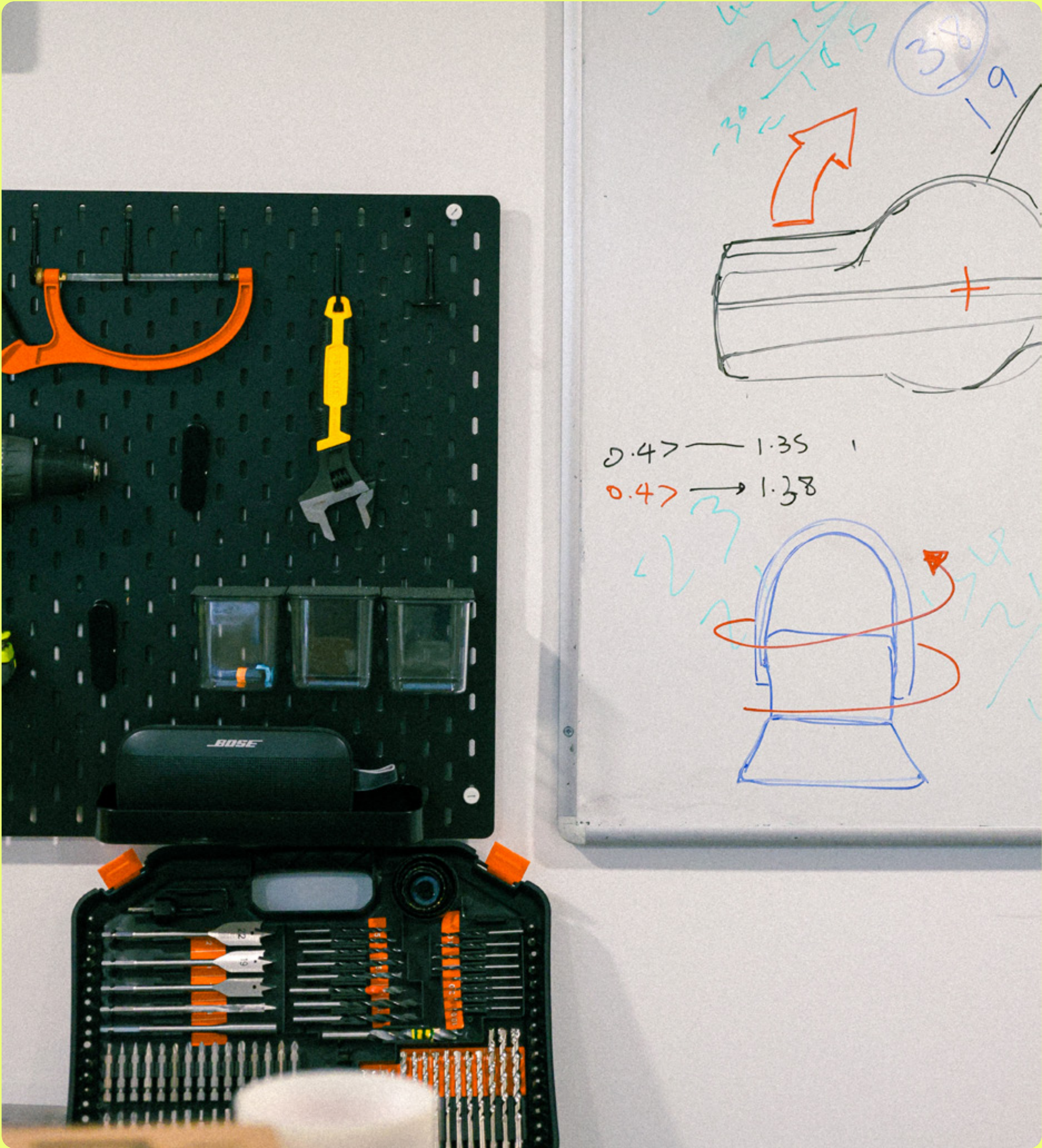


PRODUCT MATERIALS

EXPLORING MATERIAL INNOVATION

At Chilly’s, we’re constantly challenging ourselves to design better – not just in terms of performance and style, but in how our products are made and what they’re made from. Material innovation is a key focus for us as we look to reduce our environmental footprint and improve the end-of-life potential of every product we create.

In 2026, we’ll be launching a new product range that showcases a number of exciting material innovations. These developments will enable us to source more low-impact materials, for example recycled materials, and make sure products are easier to recycle after use. We question all of our choices when it comes to the materials we use, balancing the most sustainable choice, and ensuring quality and durability.





EXPANDED POLYPROPYLENE (EPP)

One key innovation we’re especially proud of is in the lids of our Big Mouth, 2L and 4L, bottles.

Traditionally, the insulation in this type of bottle lid is made using polystyrene, a plastic material that is difficult to recycle. The problem is often made worse by the polystyrene insulation being permanently encapsulated in a different, more durable type of plastic. This is typically polypropylene (PP), which makes both parts unrecyclable.

At Chilly’s, we explored a lot of options to avoid using polystyrene. We made the decision to use expanded polypropylene (EPP) as a substitute. By using this EPP, encapsulated in PP, it means that the entire lid is made from a single material. The lid can be placed into a single recycling stream and is much easier to recycle, without compromising any of the thermal insulating benefits.

This is a first for us, and something we haven’t seen widely adopted across our industry. By removing mixed materials from our designs wherever possible, we’re aiming to create more responsible products, without compromising the performance of our products.

Material innovation will remain a driving force in our product development, and we’re excited to share more as we continue this journey.

MATERIALS
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MATERIALS

CHILLY’S CERTIFIED 90% POST-CONSUMER RECYCLED STAINLESS STEEL

Chilly’s target is to create all newly designed products using recycled steel from 2024 where possible, excluding where it might compromise quality or where our supply prevents its use.

In March 2024, Chilly’s introduced certified 90% post-consumer recycled stainless steel across our core range — a major step in reducing our environmental impact. Since then, over 1 million products have been made using this more sustainable material.

This transition currently applies to all core products except the 4L Bottle, which requires thicker steel that isn’t yet economically viable with 90% recycled material. Currently, we also sell some stock that was made before this change, produced from virgin stainless steel.

WHAT DOES 90% POST-CONSUMER RECYCLED STAINLESS STEEL MEAN?

Post-consumer waste comes from materials discarded by consumers and recycled into new products. Unlike pre-consumer waste, which is typically created during an industrial process. Post-consumer helps to recover materials already in circulation and prevents them from going to landfill.

WHY VERIFIED 90% POST-CONSUMER RECYCLED STAINLESS STEEL?

We spent several years building a reliable supply of recycled steel, partnering with our factory and a trusted material supplier to maintain Chilly’s quality standards. Intertek has verified our 90% recycled stainless steel through its Recycled Content Verification Program, aligned with ISO 14021:2016, certifying us for the next three years.



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PACKAGING MATERIALS

Minimising the environmental impact of our packaging is an ongoing priority at Chilly's. We're continually reviewing and refining our processes across our supply chain to reduce packaging use and waste, remove single-use plastic, and source more environmentally friendly materials.

RESPONSIBLE MATERIAL SOURCING

At Chilly's, sourcing materials responsibly is a fundamental part of our packaging process. Wherever possible, we prioritise materials that have a lower environmental impact, with a particular focus on recycled content and certified sustainable sources.

For all paper and card-based components, we prioritise sourcing from certified sustainable sources, such as Forest Stewardship Council (FSC). This helps ensure that the wood fibres are responsibly harvested, not linked to illegal logging or deforestation, and come from well-managed forests. We also actively seek out recycled materials, helping to reduce reliance on virgin resources.

REDUCING OUR PACKAGING IMPACT WITH NEW PRODUCT PACKAGING

Chilly’s has been using cardboard tubes or boxes for our product packaging since we launched 15 years ago, in 2010.

Since then, we have introduced additional packaging styles for different sales channels, including our B2C Series 2 Black Box.

This year, we’ve taken a big step to reduce our packaging by moving from tubes and boxes to paper bags and wraps to meet the target we established in 2023/2024.

Our target was to reduce direct product packaging by at least 70%. This related to bottles, coffee cups and food pots for B2B and B2C products, where product packaging is the packaging directly on the outside of the product (e.g. tube), and does not include the leaflet. This excludes Amazon products, as they have very specific requirements for packaging sold through their site.

In June 2024, we introduced our first product with our new card wrap and paper bag packaging. Since then, we have been rolling this out across our products, moving those previously packaged in tubes to our new packaging.

From February 2025, all bottles, cups and food pots ordered are in the new packaging, apart from Series 2 flip bottles, Series 2 Switch and Original straw coffee cup, due to order volumes and practicalities.

The data outlines the savings for products when using the new packaging in comparison to a tube.



MATERIALS

MATERIALS

IMPACT OF IN IMPACT OF INTRODUCING NEW PRODUCT PACKAGING TRODUCING NEW PRODUCT PACKAGING						
PRODUCT CATEGORIES	FOR ONE UNIT OF PRODUCT			FOR TOTAL QUANTITY OF PRODUCTS ORDERED IN NEW PACKAGING		
	WEIGHT OF TUBE FOR ONE UNIT (G)	WEIGHT OF NEW PACKAGING (BAG, STICKER + WRAP) FOR ONE UNIT (G)	PERCENTAGE REDUCATION OF NEW PACKAGING VS TUBE FOR ONE UNIT (%)	QUANTITY OF PRODUCTS ORDERED IN NEW PACKAGING	TOTAL WEIGHT OF TUBES X QUANTITY ORDERED (G)	TOTAL WEIGHT OF NEW PACKAGING X QUANTITY ORDERED (G)
OG Bottle 260ml	105.82	9.83	90.7 %	5,670	599,999	55,736
OG Bottle 500ml	126.69	10.79	91.5 %	117,000	14,822,730	1,262,430
OG Bottle 750ml	155.23	13.25	91.5 %	10,980	1,704,425	145,485
OG Coffee Cup 340ml	101.64	9.91	90.2 %	40,260	4,092,026	398,976
OG Coffee Cup 500ml	125.36	10.48	91.6 %	3,000	376,080	31,440
OG Food Pot 300ml	87.6	9.94	88.7 %	750	65,700	7,455
OG Food Pot 500ml	103.55	10.85	89.5 %	6,840	708,282	74,214
Series 2 Bottle 350ml	88.42	10.82	87.8 %	4,920	435,026	53,234
Series 2 Bottle 500ml	110.2	12.12	89.0 %	80,010	8,817,102	969,721
Series 2 Bottle 1000ml	168.15	14.34	91.5 %	7,380	1,240,947	105,829
Series 2 Coffee Cup 340ml	76.63	10.06	86.9 %	60,120	4,606,995	604,807

90.1% REDUCTION

WEIGHT ACROSS ALL PACKAGING

comparing weight if all products in new packaging were orderd in tube packaging

89.9% REDUCTION

IN PACKAGING PER UNIT (MEAN)

comparing weight of one product packaging weight in new packaging vs in tube

CLARIFICATIONS ON THE DATA IN TABLE:
The data only includes product categories that have been previously ordered in a tube or box and have now been ordered in a paper bag or paper sheet.

Due to some production issues, we’ve changed the supplier of our packaging bags. This resulted in a reduction in the weight of the paper bags. Paper sheets were also used temporarily for some orders while setting up a reliable supply of paper bags. The weight of the paper sheet was heavier than the bag. In order to ensure our calculations are on the conservative side, we are using the heavier weight for the new packaging where it was used.

TRANSIT TRIAL OF NEW PACKAGING

As part of our commitment to reducing waste and improving product protection, we undertook a comprehensive transit trial to evaluate the performance of a new packaging solution. The goal was to ensure our packaging maintains product integrity from the manufacturer to the warehouse, and then onwards to the customer.

The transit trial included:

• Laboratory Testing (ISTA 2A Standard)

Controlled lab testing, evaluating the packaging against the ISTA 2A protocol – a globally recognised benchmark for simulating transport hazards. This provided baseline assurance on the packaging’s ability to withstand shocks, vibrations, and compression forces typically encountered during handling and shipping.

• Live Testing

To validate real-world performance, we carried out live shipping tests in two formats:

• Factory to warehouse at a carton:

Full cartons were shipped directly from our supplier to our UK warehouse. Upon arrival, our Technologist, responsible for quality, reviewed the contents for any evidence of in-transit damage, recording surface wear or structural impact on both packaging and products.

• Warehouse to “customer” in ecommerce shipping box:

We shipped packaged products from our warehouse in the UK to our offices in London, as though we were a customer. This included shipping individual items, as well as parcels that contained multiple items to simulate the mix of products that a customer might purchase. These were inspected on arrival to assess any damage, such as scratches, dents, or deformation to the product or packaging.

Insights gained from each part of the transit trials helped us refine the packaging design and identify where we should focus our efforts for continuous improvement.



MATERIALS
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MEASURING THE IMPACT OF THE CHANGES WE MADE LAST YEAR

LESS PACKAGING WITH BETTER-FITTING E-COMMERCE SHIPPING BOXES

In July 2023, we introduced two new e-commerce box sizes designed specifically for shipping single products. These new boxes are used alongside our older standard single-product box and allow for a much better fit across our core product range. By introducing three tailored box sizes, we’ve significantly reduced excess packaging.

- **Tall single:** Our taller products, like the OG 1.8L bottle and Series 2 1L bottle, are packed in a new long single-product box. Previously, they were shipped in a range of boxes, which were larger and heavier than what we have now introduced. Sadly, as we are not able to calculate the exact weight saved, as the box they were shipped in sometimes varied.
- **Small single:** Smaller items — such as the OG 260ml bottle and Series 2 340ml Coffee Cup — are now shipped in our new small single-product box. Previously, all these products were shipped in our standard single-product box. Since launching the smaller box in July 2023, we’ve saved approximately 2.5 tonnes of packaging material — compared to if those orders had been shipped in our original standard box.

This change not only reduces material waste but also improves shipping efficiency. By reducing the weight of parcels, we have also reduced the carbon footprint of shipping these boxes.



MATERIALS
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MATERIALS



OTHER CHANGES WE’VE MADE

Alongside our wider packaging reduction, we’ve made several additional recent changes:

- **Paper Tape Transition in the EU**
Our warehouse in the EU is in the process of switching from plastic-based tape to paper tape for all outbound packaging. This move improves recyclability and reduces plastic use in our operations.
- **Removal of Dispatch Notes in the UK**
In October 2024, we tried removing printed dispatch notes for website shipments from our UK warehouse. We are working on removing them on a permanent basis. By removing one A4 sheet of paper from every order, we’re reducing unnecessary paper waste while continuing to provide customers with all order details digitally.

These are small but meaningful steps in our broader commitment to responsible packaging. We will continue to explore more sustainable materials and methods to ensure our packaging protects our products while minimising its impact.

WHERE WE’RE FOCUSING NEXT

SUPPLIER PACKAGING REVIEWS
In 2024 / 2025, we assessed the packaging used by our key suppliers to better understand its impact across our supply chain. We’re now identifying opportunities to eliminate single-use plastics, reduce excess materials, and minimise waste.

For new products, Chilly’s will collaborate with suppliers to set packaging standards for shipments between partners. Our new target is to do this from the end of 2025 onwards.



TARGETS / MATERIALS UPDATE



COMMITMENT	SUB-TOPIC	TARGET DATE	STATUS	UPDATE
Create all newly designed products using recycled steel from 2024 where possible, excluding where it might compromise quality or where our supply prevents its use.	Product materials	31st December 2024	ACHIEVED	Chilly’s has been using certified 90% post-consumer recycled stainless steel for all newly designed products, and will continue to do this. The exception to this is Chilly’s Big Mouth 4L bottle. To ensure quality, our Big Mouth 4L uses a steel thickness that is not used for any of our other products. Because of this, using 90% recycled material for the 4L isn’t economically viable at this time, but we’re continuing to explore solutions. Chilly’s has also introduced 90% recycled stainless steel into our already existing ranges when reordering these products. So far, we have ordered over 1 million products using this more sustainable material.
100% of materials for products sourced adheres to our responsible sourcing guidelines by the end of 2024.	Product materials	31st December 2024 Updated to 31st December 2025	TARGET MISSED, UPDATED TARGET DATE	This is an area where we have made less progress than we would have liked since last year. We created and launched our tool in 2023, but needed to change the platform we were using to host the tool. Our two targets of 100% of materials for products sourced adhering to our responsible sourcing guidelines by the end of 2024 and training all teams in Chilly’s on the procurement tool by the end of 2024 (see targets in Supplier Pillar) were not able to be met. Since then, we have been building a new tool on a system we use across the business. We also decided to integrate the processes and requirements from our finance and legal teams when setting up new suppliers. This would mean that the tool could not only guide our team on sustainability considerations but also be a one-stop shop for everything they need to do to onboard a supplier.
Reduce direct product packaging by at least 70% for bottles, coffee cups and food pots for B2B and B2C products, where product packaging relates to the packaging directly on the outside of the product (tube and Series 2 black box), and does not include the leaflet.	Packaging materials	Target date to be established during the rollout of packaging	ACHIEVED	Through the introduction of the new packaging (paper bags, body wraps and stickers), we achieved an average of 90% reduction in packaging weight vs a tube. In June 2024, we introduced our first product with our new card wrap and paper bag or sheet packaging. Since then, we have been rolling this out across our products, including those previously packaged in tubes. From February 2025, all bottles, cups and food pots ordered are in the new packaging. The exception to this is Series 2 flip bottles, Series 2 Switch and Original straw coffee cup, due to order volumes and practicalities.
For Chilly’s products packaged specifically for Amazon, we are developing a SIPP (Ships in Product Packaging) solution for Amazon. This will be designed and ready to be rolled out to products sold on Amazon by the end of 2024.	Packaging materials	31st December 2024	TARGET UPDATED IN 2024/25 TO REFLECT NEW DIRECTION	SIPP enables products to be shipped from Amazon without any outer packaging. This helps to reduce the amount of packaging used in shipping. Chilly’s has found that in order to meet the SIPP requirements from Amazon, we would need to increase the size of the box being used across quite a few products, defeating the reason we’d want to introduce this packaging type. In 2024/25, Chilly’s decided to focus our efforts on introducing SIPP solutions for newly developed products, and only where the introduction is viable and size adjustments required make sense.
For newly designed products that are packaged specifically for Amazon, Chilly’s will identify where it is viable to use packaging classified as SIPP (Ships in Product Packaging).	Packaging materials	31st December 2025	NEW TARGET UPDATED IN 2024/25	N/A
Work with Tier 1 suppliers to discuss and, where possible, stipulate what packaging should be used during the production/manufacture for all new products from the end of 2025.	Packaging materials	30th June 2025	NEW TARGET	N/A



FOOTPRINT

*20
25*



FOOTPRINT

Chilly’s environmental footprint focuses on these core areas: climate action, water + chemical use, and waste. Our approach begins with a commitment to measure and understand our impact in each area, forming the foundation for meaningful, data-driven reduction strategies.

We know that creating real, lasting change takes time. That’s why we are working on both short-term wins and long-term progress - ensuring the steps we take lead to tangible, measurable improvements.

At the same time, we recognise that action shouldn’t wait for perfect data. While we work to deepen our measurement capabilities, we’re already making changes to reduce our environmental impact across these areas - even where outcomes are not yet fully quantified. This balanced approach allows us to move forward responsibly while building the insight needed for even greater impact over time.

FOOTPRINT
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FOOTPRINT

CLIMATE ACTION

In 2024, Chilly’s completed Life Cycle Assessments (LCAs) for our products in collaboration with a third-party carbon expert. The LCAs evaluate the environmental impact of a product at different stages of its life — including raw material sourcing, manufacturing and distribution.

Since then, we’ve transitioned to a new data platform to improve how we track and manage our environmental impact. As a result of this shift, and our ongoing work to refine and improve the accuracy of our data, we are behind our original schedule. We are currently working on finalising our 2023 and 2024 LCAs and Corporate Carbon Footprint.

In parallel, we are also developing our Net Zero Plan. This work has taken longer than expected, but it’s essential to us that we base our commitments on robust, verified data, as well as the most up to date data we have. We are going to be using 2023/2024 for our baseline year, so require these reports to be verified ahead of finalising the Net Zero Plan. While we initially aimed to publish our findings and action plan by the end of 2024, we did not meet that timeline. Our current ambition is to share updated progress by the end of this year.

We believe in being open and transparent about where we are on this journey — including the

delays. The platform migration and the complexity of working with more detailed data sets have extended our timeline, but they’re also helping ensure that what we do share is accurate, actionable, and meaningful.

Once finalised and independently verified, we will publish these assessments and plans on our website to hold ourselves accountable and support ongoing climate action.



EMBEDDING CARBON ANALYSIS INTO PRODUCT DESIGN

As part of our commitment to designing more responsibly, we’re beginning to integrate a carbon analysis tool directly into our digital product design platform. This marks a significant step forward in our ability to make more sustainable decisions throughout the product development process.

The tool allows our team to assess environmental impact in real time - using digital mock-ups to assess how design modifications affect a product’s carbon footprint. For example, we can instantly see the carbon impact when changing the thickness or size of a part, or understand how switching a component material could lower emissions.

By embedding this capability into our workflow, we can move from static carbon assessments to dynamic, data-informed design decisions - enabling us to integrate sustainability in a faster and more agile manner into product development. This change now means that carbon based metrics will be assessed in parallel with both functional and form modification, embedding it as a core part of the product development workflow.

This real-time insight empowers us to reduce environmental impact through smarter design choices, before anything is ever manufactured.

FOOTPRINT
FOOTPRINT
FOOTPRINT

TRACKING + REDUCING SHIPPING EMISSIONS

At Chilly's, we prioritise transporting our products from manufacturers to our warehouses by sea, as it's significantly less carbon-intensive than air freight.

Our global logistics partner manages our inbound freight from manufacturers to our warehouses. It is able to accurately measure the carbon footprint of our shipments, giving us clearer data to inform future decisions and identify opportunities to reduce emissions across our supply chain.

However, due to recent changes in our sales timelines, we've needed a selection of products to arrive earlier than planned, which has occasionally

required alternative shipping methods. We're closely monitoring the impact of these changes to ensure we remain aligned with our environmental goals.

Due to recent changes in our sales timelines and the need for a larger volume of samples during our sell-in period, we've required certain products to arrive earlier than originally planned. As a result, we've had to rely on air freight more frequently this year than in the past. Given the short lead time between production and when the samples are needed, we anticipate that the use of air freight will continue to meet these requirements.

We will monitor the impact of this shift to ensure we remain aligned with our environmental goals, while also balancing the commercial needs of the business.

For outbound shipment, from warehouse to customers, our UK warehouse is actively measuring and tracking the footprint of customer deliveries, helping us identify patterns and areas for improvement. We're working closely with our fulfilment partner to explore ways to make this stage of the journey more efficient and lower impact.

Our EU warehouse is also beginning to track and analyse outbound shipping emissions. As this data becomes available, we'll use it to pinpoint where improvements can be made and develop action plans accordingly.

By strengthening how we track and use logistics data across all regions and working closely with our fulfilment and logistics partners, we're building a more transparent, responsive system.



ENERGY, WASTE, WATER + CHEMICAL USE

SUPPLIER COLLABORATION

As part of our ongoing commitment to improving environmental standards in our supply chain, we've continued work on our original targets and have adapted our approach based on what we've learnt.

In 2024, we started to have conversations with our key Tier 1 supplier on starting to measure energy, chemical, water, and waste impacts throughout their production. Through these discussions, we've decided to prioritise energy use as our first area of focus. It is still going to be a challenge, but our strong partnership with our supplier means we are working together on this to see what is possible.

From conversations with our supplier, we have found that accurately measuring water and chemical use and waste generation requires extensive physical infrastructure. This could include installing new monitoring systems on machinery. As a result, instead of attempting detailed quantitative assessments right away, we're now working with our key Tier 1 supplier to qualitatively map chemical and water use, and waste generation. The ambition for this is to aid us in identifying the most impactful areas for future monitoring and reduction.

We are updating our targets to reflect this change: undertake qualitative supply chain water, chemical and waste assessment by the end of June 2026.





SUPPLIER PACKAGING USE + DISPOSAL

In 2024 / 2025, we have also been conducting a review of the packaging used by our key suppliers. This has given us greater visibility into the packaging impact throughout our supply chain and is helping us identify opportunities to:

- **Remove single-use plastics**
- **Reduce excess packaging material**
- **Minimise waste in shipments between suppliers**

Looking ahead, Chilly’s will work closely with our key suppliers, particularly for new product development, to set clear standards for packaging used in shipments between suppliers, helping to reduce environmental impact during the production process.

PROTOTYPING IN HOUSE

This year, Chilly’s launched the Chilly’s Greenhouse, our new in-house prototyping facility. This investment significantly boosts our commitment to sustainability and efficiency.

Previously, we relied on external prototyping, often in Asia, requiring air freight. Since the Greenhouse’s completion all prototyping has moved in-house. This change offers substantial benefits as we’ve drastically cut our carbon footprint by eliminating international air freight for prototypes. The in-house prototyping means much faster development times, letting us refine designs and bring new products to market quicker. Our enhanced capacity allows for more dynamic and creative experimentation, bringing concepts to life rapidly.

The Chilly’s Greenhouse is a clear example of our dedication to sustainable innovation, strengthening our ability to deliver high-quality products.





TARGETS / FOOTPRINT UPDATE



COMMITMENT	SUB-TOPIC	TARGET DATE	STATUS	UPDATE
Publish Chilly’s Corporate Carbon Footprint for 2023 in the next Responsibility Report	Climate Action	30th June 2025 Updated to 31st December 2025	TARGET MISSED, UPDATED TARGET DATE	Chilly’s missed its target to publish its Corporate Carbon Footprint for 2025 Responsibility Report. In 2024/25, Chilly’s transitioned to a new data platform to improve how we track and manage our carbon data. The platform migration and the complexity of working with more detailed data sets have extended our timeline. We are currently working on finalising our 2023 and 2024 LCAs and Corporate Carbon Footprint of 2025.
Achieve Net Zero by 2030	Climate Action	1st January 2030	IN PROGRESS	Chilly’s is in the process of measuring our Corporate Carbon Footprint for 2023 and 2024. Once finalised and verified, Chilly’s will establish an action plan to achieve our Net-Zero target.
Collaborate with Tier 1 suppliers to establish a plan to improve the accuracy of measurement of water and chemical use and disposal by the end of 2024	Water + Chemical Use	31st December 2024	ACHIEVED	Chilly’s has been working with our key Tier 1 supplier to identify how we can increase the accuracy of water and chemical data, including what is used and disposed of during the production of our products. We have established a plan and a new target to undertake a qualitative assessment, identifying at a high level, what water is used and disposed of at different production stages. From this, we will then work out where to focus our efforts, or if and where more accurate data is required.
Collaborate with tier 1 suppliers to establish a plan to improve the accuracy of measurement of waste production and disposal by the end of 2024	Waste	31st December 2024	ACHIEVED	Chilly’s has been working with our key tier 1 supplier to identify how we can increase the accuracy of waste during the production of our products. We have established a plan and a new target to undertake a qualitative assessment, identifying at a high level what waste is produced and how it is disposed of. From this, we will then work out where to focus our efforts, or if and where more accurate data is required.
Undertake qualitative supply chain water, chemical and waste assessment by the end of June 2026	Water, Chemical Use + Waste	30th June 2026	NEW TARGET	N/A



CIRCULARITY

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23**



CIRCULARITY

At Chilly’s, our ambition is to create circular products that are not only long-lasting and reusable, but also work within systems that we’ve created that enable them to be repaired, reused, and responsibly recycled.

Circularity isn’t just about the product itself, it’s about the entire ecosystem it operates within. From day one, we’ve focused on longevity and reusability as core principles. In recent years, we’ve taken this further by exploring and investing in projects that tackle circularity from multiple angles. Our ambition is to create a circular ecosystem, which is something we will continue to develop over time.

We approach circularity through two interconnected lenses:

- **The product:** ensuring it is designed and manufactured in a way that allows it to be used, repaired, and ultimately recycled at the end of life.
- **The system:** building the infrastructure and services that enable those actions, so customers can engage with the product beyond the point of purchase.



We believe you can’t create a truly circular product without also creating a circular system to support it. For example, we’re exploring ways to enhance the recyclability of our products, as well as the development of a take-back and recycling programme for products that have reached the end of their life.

At Chilly’s, we engineer our products to be easily taken apart, enabling easier cleaning. This also enhances their circularity through disassembly, while also delivering practical benefits for our customers.

Designing for disassembly is a design philosophy that not only facilitates the separation of materials for end-of-life disposal, but also significantly improves product longevity through ease of repair, servicing, and cleaning. A prime example is our Flip bottle. The lid is designed to fully disassemble. We’ve found that this is an uncommon feature in competitor flip up lids due to their construction. Being able to deep clean and keep the product hygienic increases the products life and makes it possible to replace or repair parts, further extending the product lifespan. This full disassembly also ensures components can be properly separated for recycling at their end of life.

However, we know we still have some way to go. While Flip is easy to disassemble, it requires some functional materials that aren’t always easy to recycle. We are addressing this with future products, as well as providing our customers with a system to recycle these products through our Take Back Scheme.

Creating circular solutions takes time, but we’re committed to the journey.

PRODUCT

Chilly’s is committed to taking responsibility for the full lifecycle of our products. As part of our ambition to take back all we make by 2025, we’re working to ensure that every product we design can be either reused, repaired, or recycled — and never ends up in landfill unnecessarily.

To support this goal, we’re focusing on two critical areas: designing for disassembly and improving material recyclability.



DESIGNING FOR DISASSEMBLY + IMPROVING MATERIAL RECYCLABILITY

There are two major barriers to recycling products at end-of-life:

1. Material is not desired by market once recycled

Just because a material can be recycled, it doesn’t always mean it is. There has to be a market to sell the material in recycled form to make it economically viable for the recycling industry to do this. In some cases, there is no market for it, which could be due to the the limited performance of the material once recycled or the cost of recycling, making it unattractive to buyers.

For us, we want to choose materials that can be recycled after use, and that there is a market for. This is one of the reasons we’re changing from silicone to TPE, as it is much easier to recycle and it is commonly used in a recycled form.

2. Hard to separate different materials to recycle

This is especially when they are permanently bonded, glued, or moulded together in ways that prevent recovery. If materials can’t be separated, they usually can’t be recycled efficiently.

Since 2023, Chilly’s product development team has committed to avoiding bonded multi-materials, and we continue to design with disassembly in mind. This means eliminating the use of adhesives, permanent bonding, and multi-material molding wherever possible. We’re continuing to explore innovations across our products that will launch in the near future.

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FOCUS AREA IN 2024/2025

As we develop new products, we evaluate every material in use, identifying where recyclability challenges lie, and actively seeking out better alternatives.

We launched our Big Mouth 2L and 4L bottle in 2025. This product features a number of innovations and design decisions that were made to enhance the ability to disassemble and recycle the product at the end of its life.



PROGRESS IN OUR BIG MOUTH, OUR 2L / 4L PRODUCTS

- **Expanded PP Lid:** We’ve developed an innovative lid for our Big Mouth insulation, moving away from difficult-to-recycle polystyrene, often permanently bonded with other plastics, rendering the entire component unrecyclable. Our solution uses expanded polypropylene (EPP). By encapsulating EPP within a polypropylene (PP) lid, the entire lid is made from a single, recyclable material (PP). This allows for straightforward recycling without sacrificing any thermal performance.
- **Handle:** The handle on Big Mouth combines durability with recyclability and a low part count. Made from a single polypropylene (PP) component, its curved design inherently increases strength and improves grip, ideal when carrying a larger bottle. The collar, crafted from tougher, impact-resistant ABS, protects against drops. We connect these parts with mechanical screws (standard Torx head), allowing for easy disassembly at end-of-life. This design ensures we choose the best material for each function without sacrificing recyclability, all while keeping to a minimum number of plastic components.
- **Base Ring:** We’ve redesigned the base ring to be fully detachable, eliminating the use of adhesive tape. This change makes disassembly easier at the end of its life, as well as making it replaceable if it was needed. The base ring has also changed from silicone which is difficult to recycle to TPE (thermoplastic elastomer), as it is much more widely recycled.

In 2025, we will continue working towards our 2025 goal of “*design all new products for circularity and to work within the system Chilly’s has created*”.

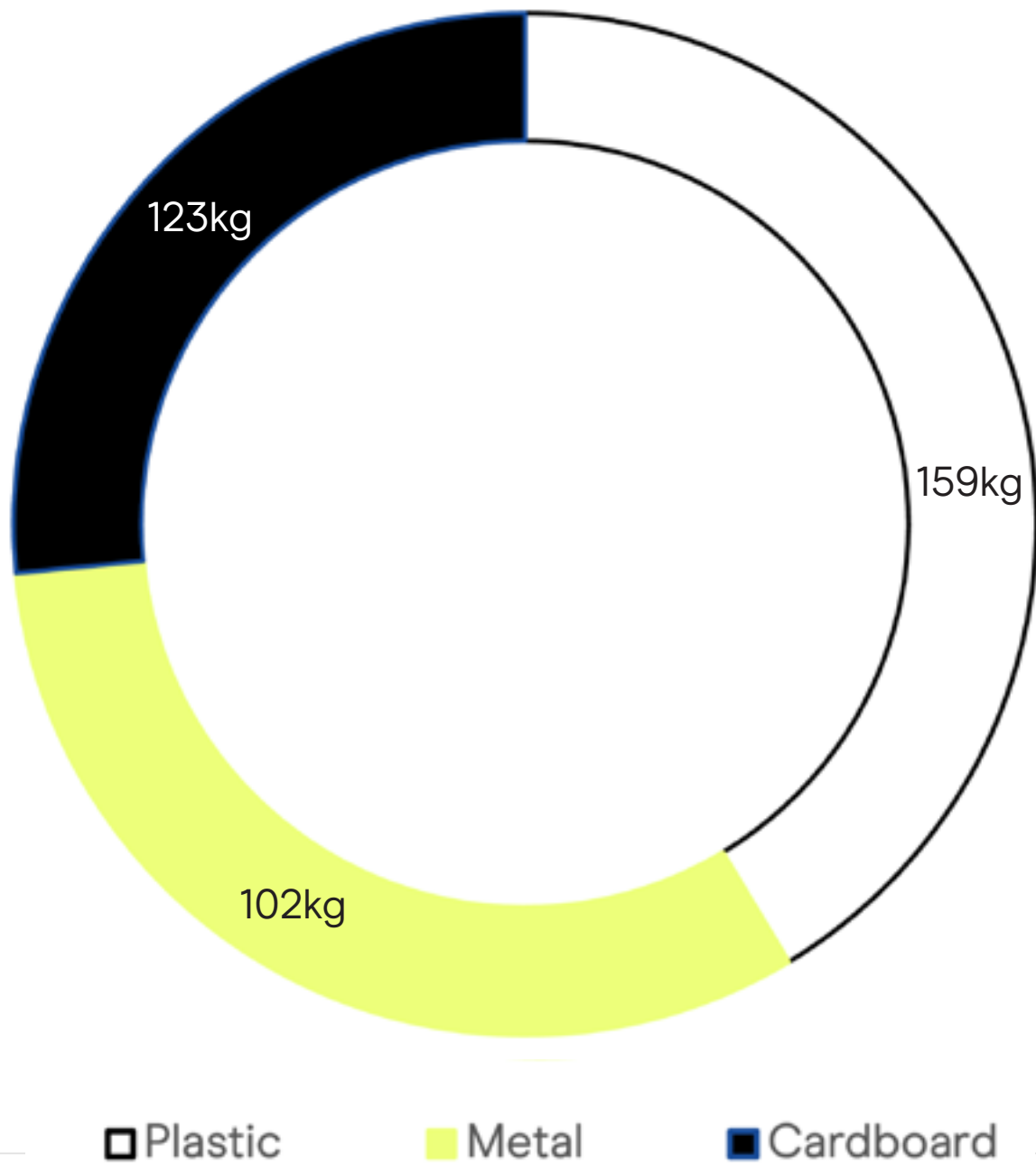


TAKE BACK SCHEME

In 2020, we started to take back our products in the UK from our customers to recycle them. Since then, we developed and expanded this scheme to look beyond our own products. Our take back system enables any UK customer to send us any reusable bottle or cup from any brand, as well as Chilly’s food pots, and we will recycle these.

In 2025, we changed our website, which resulted in the scheme being temporarily paused. We’ll be restarting this soon.

RECYCLED THROUGH TAKE BACK SCHEME
(MAY 2024 – JANUARY 2025)



EVOLUTION OF CHILLY’S RECYCLING SCHEME





PRODUCTS THAT LAST

Chilly’s has two circularity targets shaping how we develop our new products:

- Design all new products for circularity and to work within the system Chilly’s has created.
- Formally add durability and repairability considerations into the design process for new products.

At Chilly’s, we have chosen to prioritise durability as a core focus within our broader approach to circularity. The inherent nature of our products, designed for reuse, naturally positions durability as a strong area for us to focus on.

DEFINING DURABILITY

Durability refers to the ability of a product to last. This could be through two ways:

- 1. Product longevity** - withstand wear, pressure, or damage over time. In simple terms, it means products that last longer and maintain their function and aesthetic.
- 2. Repairability of products** - being able to replace elements or repair parts rather than replacing the whole product enables the item to be used for longer.

PRODUCT DESIGN: DURABILITY + RECYCLABILITY

Durability refers to the ability of a product to withstand wear, pressure, or damage over time. In simple terms, it means products that last longer and maintain their function and aesthetic throughout extended use. Durable products delay the need for replacement, reducing the consumption of resources, energy, and emissions associated with manufacturing and shipping new goods. In the context of Chilly’s, this means bottles, coffee cups, and food pots that don’t just look good, but perform excellently for years.

We are embedding durability and circularity considerations into every stage of our product development process—from initial ideation, 2D design, and prototyping, to T1, T2, and final sampling. This ensures that durability isn’t just an outcome, but a design intent from the very beginning. These considerations will be tailored to individual products but also supported by a set of general durability and circularity standards that we are developing to guide all new innovations.

While durability is our primary focus, we’re also investing in repairability. These two approaches are complementary. Long-lasting products reduce waste and environmental impact upfront, while repairable ones ensure users can maintain and extend the life of their products even further. Whether through replacement parts, care advice, or user-friendly design elements, we aim to support customers in keeping their Chilly’s products performing at their best for as long as possible.

By designing for durability, we reduce the pressure on resources, and by enabling repairability, users are able to extend their product lifecycle. Together, these strategies form the foundation of Chilly’s commitment to more circular products. The Chilly’s Greenhouse is a clear example of our dedication to sustainable innovation, strengthening our ability to deliver high-quality products.





LONGEVITY STANDARDS

We have been introducing durability testing standards to our design processes, meeting our target of formally adding durability and repairability considerations into the design process for new products by the end of 2024. This is split into two areas: the actual product and the finish.

ENHANCED PRODUCT TESTING

Chilly’s established the Chilly’s Greenhouse in 2025, our in-house workshop for prototyping and testing. This has supported our commitment to durability and circular design and enhanced our product testing and quality control processes, focused on the real-life demands and uses of our products by our customers.

- We’ve introduced a range of quality control jigs that allow for more precise and consistent measurement of product performance. These custom-built tools help both us and our suppliers evaluate critical aspects with far greater accuracy.
- One of our key tests involves automated opening and closing cycles, where we simulate repeated use of product mechanisms, such as opening and closing a lid, thousands of times to ensure they don’t wear down or fail under repeated stress.
- We collaborated closely with our suppliers, sharing our standards and developing custom inspection tools, like a bespoke inspection jig we co-designed with one of our manufacturing partners.

- In addition to mechanical tests, we’ve implemented storage and pressure testing to ensure our products function reliably in a variety of environments. This includes assessing performance when storing a range of temperatures and pressures, like carbonated liquids or hot food.
- For products with handles, straps, or carry loops, we conduct drop and hanging tests using weights well beyond what a fully loaded product would reasonably contain. This gives us assurance that the structural elements can withstand use over time.
- Our quality testing procedures also include comparative analysis between first and second samples from suppliers. This allows us to monitor consistency in production and identify any variations that may affect long-term durability.
- In 2025, we also introduced an improved testing protocol focused on thermal properties and anti-leaking, which we’ll be expanding in 2025/2026.

This partnership-driven approach ensures that quality and durability are embedded throughout the supply chain, not just at final assembly. We’re already seeing the benefits of this in the reduction of product faults and will be monitoring this going forward.

FINISH TESTING

We make sure our products have durable finishes. Our powder coat finishes are supplied by industry-leading experts in powder-based coatings and in 2025, we introduced a testing protocol for the new

development of coatings and finishes for our core products.

Our partner, a third-party lab, currently tests the performance of these new finishes against 3 industry standards. We are hoping to expand this in the future.

- Crosshatch test (ASTM D3359-22) simulating abrasion resistance.
- Salt spray test (ISO 9227) simulating corrosion over time.
- UV examination test (ASTM G154) to evaluate fading and damage caused by UV light.

AMBITION TO INTEGRATE FROM THE START

We believe that we can continue to push our approach to longevity by embedding durability and repairability considerations into every stage of our product development process. Our aim is that durability is a design intent from the very beginning. To achieve this we will be:

- Establishing a standard set of requirements at each stage of development that every new innovation or product must meet.
- Setting specific standards beyond the baseline for individual products in development, focusing on different durability elements depending on the features of each product.
- We’ve established a new target for all new finishes or coatings for core products that will go through our performance testing protocol from June 2025 onwards.

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REPAIRABILITY

Repairability means designing products in a way that allows worn or damaged components to be easily replaced or fixed, extending the overall lifespan of the product and minimising the need for full replacements. By allowing customers to repair rather than replace, we help reduce resource consumption, manufacturing emissions, and waste.

We are actively developing our product designs with modular thinking, where key components, such as seals, lids, or handles, can be removed and replaced.

In Chilly’s Big Mouth, our 2 and 4 litre bottles, we have developed the design to enable disassembly and to be able to repair and replace parts. The base ring is fully removable and is mechanically held in place. This has replaced the use of glue in our previous Series 2 products. The Big Mouth handle, collar, seals and lid are removable and replaceable as well.

This is an area we’re continuing to consider during the design stage, from early ideation to prototype testing.

Repairable design not only reduces environmental impact but also builds stronger, longer-lasting relationships with our customers. A product that can be repaired is a product that stays in use and is treasured by the customer.

CROSS-COMPATIBILITY

Cross-compatibility has historically played an important role in our circular design approach. We’ve designed components, like lids and bases, to be interchangeable across different products. This has allowed users to mix and match, upgrading individual parts and extending the life of their Chilly’s product.

While we continue to explore compatibility where it adds value, we’ve made a conscious decision to focus on durability. We’ve found that prioritising compatibility has limited us when it comes to improving performance, quality, or durability.

An example of this is our transition from the original push-fit coffee cup lids to a screw-fit design in response to customer feedback and the desire for a 100% leak-proof cup. While this change means the new lids are not compatible with the older cups, the evolved Original cup delivers a far superior user experience and better long-term durability.

That said, we are still making thoughtful choices to enable compatibility where it aligns with product integrity, such as launching a straw lid designed for cold drinks that works with the evolved Original cup’s lid screw-fit system.

Our approach is to balance cross-compatibility with innovation, putting durability and the user experience first.



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TARGETS / CIRCULARITY UPDATE

COMMITMENT	SUB-TOPIC	TARGET DATE	STATUS	UPDATE
Design all new products for circularity and to work within the system Chilly’s has created from end of 2025	Products that last	31st December 2025	ON TARGET	Chilly’s is focusing its circularity efforts on durability and repairability. Together, these strategies form the foundation of Chilly’s commitment to more circular products. We are embedding durability and circularity considerations into every stage of our product development process. This ensures that durability isn’t just an outcome, but a design intent from the very beginning. These considerations will be tailored to individual products but also supported by a set of general durability and circularity standards that we are developing to guide all new innovations. While durability is our primary focus, we’re also investigating repairability. These two approaches are complementary. Long-lasting products reduce waste and environmental impact up front, while repairable ones ensure users can maintain and extend the life of their products even further. Whether through replacement parts, care advice, or user-friendly design elements, we aim to support customers in keeping their Chilly’s products performing at their best for as long as possible
Formally add durability and repairability considerations into the design process for new products from end of 2024	Products that last	31st December 2024	ACHIEVED + ONGOING	Chilly’s has formally added durability and repairability into the design process. We are continuing to build on this, introducing even more checkpoints across the design development phase. Since 2023, Chilly’s product development team has committed to avoiding bonded multi-materials, and we continue to design with disassembly in mind. This means eliminating the use of adhesives, permanent bonding, and multi-material moulding wherever possible.
All new finishes or coatings for core products will go through our performance testing protocol from June 2025	Products that last	30th June 2025	ACHIEVED + ONGOING	In 2025, we introduced a testing protocol for the new development of coatings and finishes for our core products. Our partner, a third-party lab, currently tests the performance of these new finishes against 3 industry standards. We are hoping to expand this in the future. • Crosshatch test (ASTM D3359-22) simulating abrasion resistance • Salt spray test (ISO 9227) simulating corrosion over time • UV examination test (ASTM G154) to evaluate fading and damage caused by UV light
Take back all we make from end of 2025	Take back what we make	31st December 2025	MET IN PART	Chilly’s has developed its Take Back System with our recycling partner, which was paused in January 2025 due to a change in website provider. We will be relaunching the Take Back scheme to take back any reusable bottle or cup from any brand, as well as any Chilly’s product or accessory, excluding glass and ceramic, due to safety concerns. This will be done as soon as the function is enabled on our new website.



PEOPLE

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PEOPLE

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PEOPLE

At Chilly’s, we’re committed to fostering a culture of inclusion and belonging, one that’s supported through ongoing education and meaningful internal campaigns.

Our approach is centred around three core pillars:

- **Diversity, Equity + Inclusion (DE+I)**
- **Well-being**
- **Employment Practices**

While we place strong emphasis on supporting our people, our efforts also extend to the wider community we operate in.

KEY PEOPLE + CULTURE UPDATES

Over the past year, our team has undergone significant changes. However, despite having a leaner structure, we’ve had a number of achievements within People and Culture. We’ve remained focused on delivering high-impact projects that reinforce our culture and values.

- **Team Restructure:** With a smaller team, we prioritised core initiatives to maintain momentum and drive meaningful change.
- **HR Platform Migration:** We successfully transitioned to a new HR platform. This was a major operational shift that required careful planning and time investment.
- **New Office Move:** We relocated to a new space by the canal in London. The office now plays a central role in our internal campaigns and cultural moments, designed to support community and wellbeing.
- **Goal Setting Alignment:** We introduced a clearer framework for employee goal setting, including a sustainability goal requirement, and aligned our review process with the financial year. Our ambition is to ensure greater clarity and accountability across teams.
- **Developed new mantras:** We’ve adapted the 3 mantras we’ve had for 3 years and introduced 2 additional mantras. These guide and underpin how we operate at Chilly’s. We align our overall company ambitions, as well as personal employee goals and development reviews.
- **Cultural Connection through brand Pillars:** Our internal engagement reflects our brand’s creative focus on music, art, and fashion, seen in our activations for Pride and International Women’s Day, which celebrate identity and expression.



PEOPLE

PEOPLE

CHILLY'S MANTRAS

At Chilly's, our mantras guide how we work and shape our culture. We reviewed and updated them this year to ensure they stay relevant to our evolving ambitions. These mantras provide a framework for personal development and progression and help us align our company goals with how we operate every day.

- **Lead the Change:** To lead the change, we must never settle. It means being brave enough to set standards and, as leaders, ambitious enough to exceed them.
- **Less but Better:** Deliberately and decisively, focusing on what we believe in and being brave enough to say no to the things we don't.
- **Ambitiously Collaborate:** We care as much about each other's contribution as we do our, so we support one another to grow, and we turn to one another to learn.
- **Find a Way:** We work with conviction and with pace. Each of us takes ownership of our part to collectively drive momentum, bringing creativity and science together to always find a way.
- **Consumer Obsessed:** The Chilly's consumer is the hero in our mission - we don't tell them how to think or feel; we are here to serve. Every role in Chilly's ultimately exists to understand and deliver for our consumers. We celebrate our audience and our community.





DE+I: DIVERSITY, EQUITY + INCLUSION

At Chilly’s, we recognise the value that diversity brings — from different perspectives and experiences to broader knowledge and innovation. Our ambition is to build a diverse and inclusive team, and this continues to be a key focus.

While we’ve always taken a holistic approach, in 2023/24 we began collecting and analysing diversity data from both our current team and job applicants. This helped us gain early insights into our representation across the business. Due to changing our HR platform this year, the programme has been temporarily paused, but we’re committed to reinstating it in the coming year to strengthen our understanding and inform meaningful action.

Alongside data and benchmarking, we run regular internal campaigns to mark important awareness moments such as Pride and Black History Month, helping foster belonging and visibility. We are also committed to providing training on DE+I topics at least once every six months.

Opposite are the moments we had in 2024/2025.

DE+I CALENDAR OF ACTIVITY

JULY 2024	PRIDE 2024 - We signposted our employees to WorkPride webinars for training. Employees could attend an LGBTQI+ comedy night hosted at our coworking space. We had a “Make or Bake” competition, getting our employees to make or bake something pride-related to win a prize
OCTOBER 2024	BLACK HISTORY MONTH - Reclaiming Narratives - created a document sharing a few stories of black British history stories people may not have known
MARCH 2025	INTERNATIONAL WOMEN'S DAY - shared inspiring women in music, art and fashion and created a board in the office. Shared content from our charity partner The Roundhouse. NEURODIVERSITY CELEBRATION WEEK 2025 - asked the team to all attend a webinar focused on this, providing a list of suggested events. We also shared some content via Uptime
JUNE 2025	PRIDE MONTH 2025 - pride board of movies in the office and on our all-team Slack. Hosted an Uptime webinar in person training our people. Set up a Vinyl in our office to celebrate LGBTQI+ representation in the arts.

PEOPLE



PEOPLE



WELLBEING

We are consistently reviewing how we support employee wellbeing and run a calendar of wellbeing campaigns alongside our DE+I ones. These internal activities and events are at the heart of our commitment to creating a culture of inclusion and belonging.

Chilly’s also provides access to free counselling with clinically trained experts and 24/7 access to an online GP.

Opposite are the moments we had in 2024/2025.

WELLBEING CALENDAR OF ACTIVITY	
JULY 2024	MOVED OFFICES - To our new canal-side location
AUGUST 2024	ENGAGEMENT SURVEY - Undertook our employee engagement survey to understand sentiment and employee wellbeing.
SEPTEMBER 2024	SECOND HAND SEPTEMBER - Ran engagement and education sessions on Second Hand September, to drive more sustainable individual habits.
	COFFEE CUP PLANTERS - Ran a coffee cup upcycling session with employees, turning old coffee cups into plant pots to sit on our desks.
	GOJOE - Supporting employees to stay active as summer months come to a close and encouraging people to look after their mental health.
	UPTIME LAUNCH - bite-sized learning app - training and personal development app.
OCTOBER 2024	MACMILLAN COFFEE MORNING - we ran this in the office with baked goods made by employees.
	MENTAL HEALTH AWARENESS DAY - employees encouraged to put Uptime sessions into calendars - 2 hours of personal development per month; suggestions of books to support mental health were created in a playlist - fitness and mental health support through GOJOE competition - Donate to the Arc - how volunteering can support positive mental health - helping others creates dopamine, etc..
	WORLD MENOPAUSE DAY - Content shared from our partner Hertility on how best to support yourself and others, giving more information about menopause, the truths and the myths.
	SWAP SHOP - Ran a swap shop and repair workshop in the office.
NOVEMBER 2024	LONE WORKER POLICY - Introduced policy for lone workers
DECEMBER 2024	CHRISTMAS JUMPER DAY - We encouraged the team to wear a Christmas jumper (or anything festive) and raise money for Save the Children.
	MENTAL HEALTH AT CHRISTMAS -Sharing mental health support through the charity Mind around Christmastime.
JANUARY 2025	BLUE MONDAY - Breakfast (beyond our daily offering) in the office, pushing out multiple resources to support mental health. Treats sent out to remote workers, tie-dyeing workshop in the office.
MAY 2025	MENTAL HEALTH AWARENESS WEEK - We asked employees to share stories of communities they are a part of or want to be a part of. We also ran a food drive for Arc, our local food bank. We also ran a Macmillan tea morning, with cakes baked by our team.



FINANCIAL WELLBEING

Wellbeing has long been a core focus at Chilly’s, with continued attention to mental, physical, and financial health.

- **Mintago** - A platform that empowers employees to better understand and manage their personal finances. It allows them to track and consolidate pension pots from previous employers and offers access to free financial wellbeing advisers for personalised support.
- **HeatScheme** - We introduced an energy-saving initiative in partnership with HeatScheme, providing one-to-one guidance to help employees improve the energy efficiency of their homes. It also offers practical advice on cost savings and access to grants for installing sustainable heating systems, such as heat pumps.
- **YuLife** - Our life insurance and wellbeing platform rewards healthy lifestyle choices with perks and discounts, while also supporting physical and mental health through gamified challenges and access to support services.
- **Bupa Cashback** - Through our Bupa cashback plan, employees can reclaim costs on everyday health expenses, including dental care, optical treatments and physiotherapy, making proactive healthcare more accessible.
- **Cycle to Work Scheme** - This scheme allows employees to purchase bikes and cycling gear through tax-efficient salary sacrifice, promoting an active lifestyle while reducing commuting costs.
- **Breakfast, snacks and drinks** - In our office, we provide a range of breakfast, snacks and hot drinks for our employees. There’s even a sweet jar station. For those who work remotely or in our warehouse, we are working with the teams to level the playing field and offer alternative options, for example, team budgets and letterbox gifts.

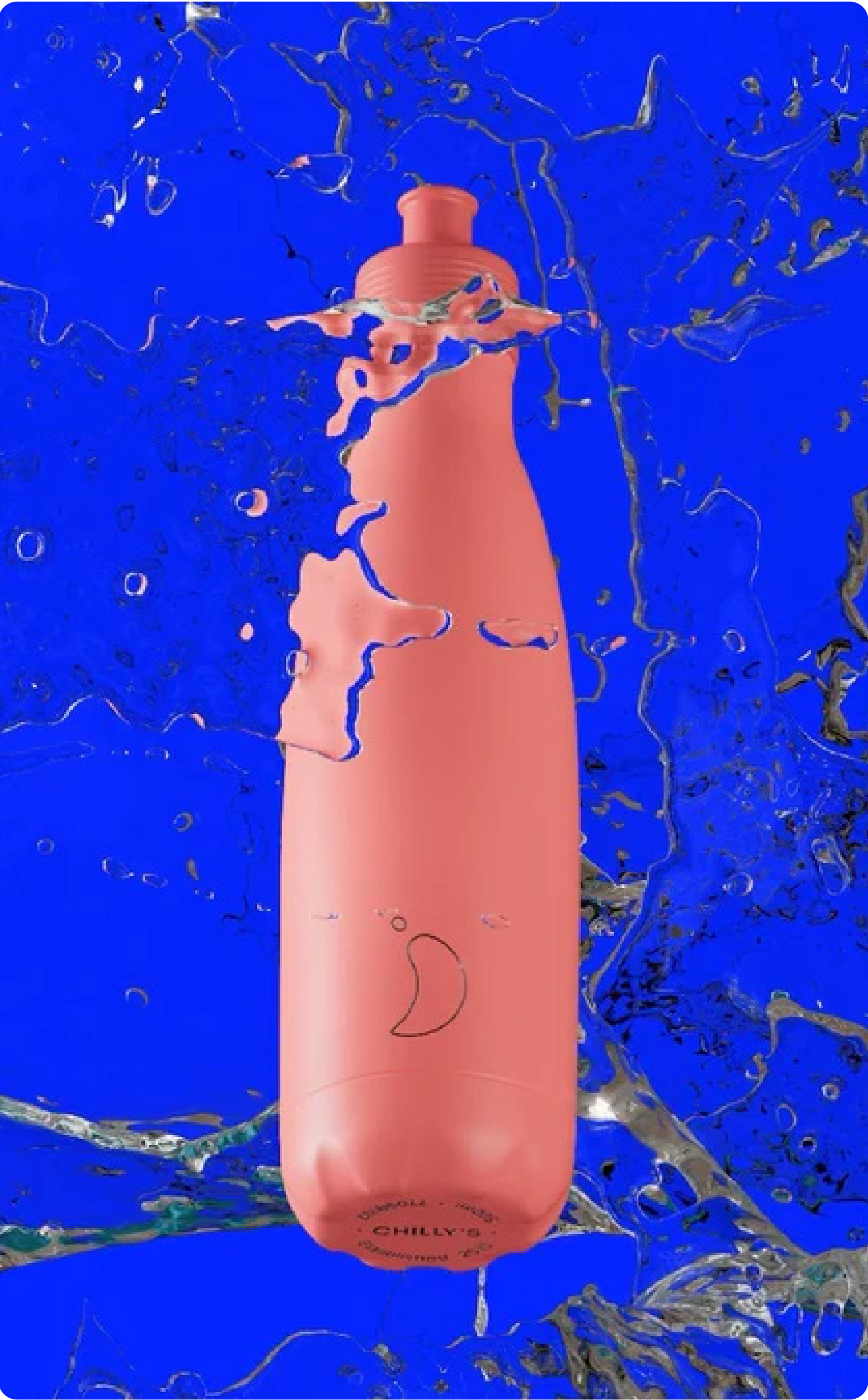


EMPLOYEE SENTIMENT

In addition to our benefits and campaigns, we keep informed on how our employees feel via our engagement survey. The survey is sent every six months and focuses on topics such as growth, motivation and belief, and wellbeing. These are the results from our August 2024 and April 2025 survey.

These results guide our strategy and focus areas. We run in-person think tanks to discuss the survey feedback, giving employees from across the company the opportunity to share further comments and suggestions.

EMPLOYEE SURVEY RESULTS OVERVIEW		
QUESTIONS	AUGUST 2024 SCORE	APRIL 2025 SCORE
My team is committed to quality work	96%	95%
I feel accepted and respected by my team	93%	92%
I am encouraged to be innovative even though some of my initiatives may not be adopted	88%	83%
I understand how my work supports the goals of my team and the wider company	83%	90%
I am able to arrange time off from work when I need to	83%	93%
My manager provides me with the support I need to complete my work	81%	90%
I can see that my work serves a purpose	78%	85%
Chilly's does enough to promote wellbeing	78%	82%



LEARNING AND DEVELOPMENT

LEARNING

- **Uptime:** curated learning content highlighting key elements from books.
- **Drop Everything and Learn (DEAL):** a new initiative where the team is asked to dedicate time to learning. These might be during specific awareness weeks or on key relevant topics.



- **Greenly learning:** sustainability education tied to our carbon footprinting tool, providing employees with an overview of key environmental topics..
- **Training policy:** Relaunched our training policy, providing a clear method for applying for training, and ensuring it is available to all.

DEVELOPMENT

- **Career Framework:** clear structure for progression, goal setting, and performance ratings.
- **Mentorship opportunities:** this year we've trialled peer-to-peer learning and development support with a few employees. We're going to be reviewing

this and seeing if we are able to expand and develop this.

- **Manager forums:** we host manager forums at least once a quarter, which could focus on training on specific topics, or supporting our team leaders on changes in the company, like our office move.
- **Work experience and placements:** we've had 5 people join us for work experience and placements. We're happy to be able to offer early career exposure.

We were really pleased to see that we saw a big improvement in how employees feel in this area through the employee engagement survey from August 2024 vs. April 2025.

EMPLOYEE SURVEY RESULTS LEARNING AND DEVELOPMENT		
QUESTIONS	AUGUST 2024 SCORE	APRIL 2025 SCORE
Chilly's offers the support I need to deal with work related stress	58%	82%
There is someone at work who helps me grow and develop	57%	80%
We acknowledge people who deliver outstanding work at Chilly's	57%	69%
I am given opportunities to learn and develop new skills	55%	79%
I am appropriately involved in decisions that affect my work	54%	79%
I feel I am growing professionally	53%	76%

EMPLOYMENT PRACTICES

At Chilly’s, we’re committed to creating a workplace where our people can truly thrive. We don’t just meet legal requirements — we actively go beyond them, using consistent benchmarking against other businesses to guide our approach.

We engage with industry experts and attend external events to stay informed and continuously improve.

Some of the policies we’ve introduced or re-launched this year include our extended paternity leave, lone working policy and training policy.

We regularly benchmark our salaries against other companies of similar size using our compensation management tool, FiguresHR. We make changes where appropriate in line with the Living Wage Foundation.





COMMUNITY

Creating a sense of community, both within our team and in the spaces we operate in, continues to be a central part of life at Chilly’s. Over the past year, we’ve launched a number of initiatives designed to foster connection, give back, and build a more inclusive and engaging culture.

- **The ARC food bank:** As part of Mental Health Awareness Week, we embraced this year’s theme of “community” by hosting a food drive at the office for The ARC, our local food bank.
- **Our New Office by the Canal:** The new London office has become a hub for collaboration, campaigns, and community-focused activities — from hosting internal events, like our quarterly all-team strategy days, to interacting with our surroundings, including feeding the local swans and geese.
- **Local sample sale:** We ran a sample sale for local residents at our office. It allowed us to both support access to our products, as well as make new connections with our neighbours.
- **New Charity Partnerships:** We’ve introduced two new charity partners: The Roundhouse and Studio 36. Both are focused on providing young people with access to music. We are excited to get the whole team involved with volunteering and site tours. These partnerships reflect causes we care about and aim to make giving back more accessible for everyone.
- **Inclusion Across Locations:** We’re committed to making sure all our people feel included, whether at the warehouse or working remotely. For Blue Monday, we hosted a wellbeing breakfast in the London office and surprised remote and warehouse teams with chocolates.





TARGETS / PEOPLE UPDATE

COMMITMENT	SUB-TOPIC	TARGET DATE	STATUS	UPDATE
Provide training for every employee DE+I related topics at least once every 6 months	DE+I	Ongoing every 6 months	ACHIEVED + ONGOING	Full calendar of DE+I campaigns planned for the year, including DE+I training throughout the year. The calendar of initiatives and events can be seen in the DE+I section of the report
Hiring process we strive to achieve: • Creating a diverse candidate pool • Being conscious of our own bias in decisions • Making hiring decisions that are based on objective and job-related criteria; we will do our absolute best to learn about and be conscious of our biases so we can remove them from our decisions as best we can • Having a similar hiring process across all roles • Sharing interview feedback respectfully and asking the same semi-structured questions to assess all candidates equally and further reduce risk of bias • Never asking for information that we don't need to know	DE+I	Ongoing	ACHIEVED + ONGOING	Chilly's hiring process enables all of these points through activites including the following: • We use DE+I job boards when we can • We have a number of rounds of interviews with different people from the Chilly's team. We have previously run training on hiring, but with new team members, we're planning on running these sessions again • Structured questions based on our Mantras that are used within the interviews to ensure consistency in questions asked. • Often, we ask candidates to do a task, which provides a more balanced playing field for those who don't perform as well as others in interviews • Chilly's shares feedback with candidates who request • Now using HiBob which asks for only data we require, and through team training on interviewing skills
Every employee has a development review at least 3 times a year, where clear objectives are set for development	Employment practices	Ongoing every 4 months	ACHIEVED + ONGOING	• All quarterly and annual reviews are booked in for the year and completion rates are monitored by the People Team. • Increased support and training are being provided for managers so they are able to best support their teams' development. • New goal setting framework creating clear objectives.
Ensure every employee has at least one sustainability work-related target within the objectives set in their development review	Employment practices	Ongoing every 12 months	ACHIEVED + ONGOING	Integrated into new goal setting framework to ensure every employee has a sustainability goal
Provide people management-focused training at least once every 12 months to our employees who manage people	Employment practices	Ongoing every 12 months	ACHIEVED + ONGOING	Chilly's runs Manager Forums providing management-focused training. We ran these in May, July, and October 2024, and February 2025
Gather data on employee sentiment and attitudes every 6 months and use this data to highlight areas of improvement and produce an action plan	Wellbeing	Ongoing every 6 months	ACHIEVED + ONGOING	Our last survey was sent in April 2025. We updated employees on our actions during our last strategy day
Educate employees on wellbeing at least once every 12 months	Wellbeing	Ongoing every 12 months	ACHIEVED + ONGOING	Chilly's runs a full year of wellbeing engagement. The calendar of initiatives and events can be seen in the wellbeing section of the report



SUPPLIERS

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25**

SUPPLIERS

RESPONSIBLE SOURCING
+ STRONG SUPPLIER
PARTNERSHIPS

Our suppliers are a vital part of Chilly’s ecosystem, playing a key role in both our product development and production processes. We’ve built strong, long-term relationships with our core manufacturing partners. We’ve been working with the same supplier to create the metal bodies of our products for many years, collaborating to reduce the impact of our product and explore new materials as we go.

A central part of our supplier management approach is our membership with Sedex, a leading platform for managing ethical supply chains. Through Sedex, we’re able to assess and monitor our suppliers against globally recognised social and environmental standards, enhance transparency, and ensure accountability across our supply chain. Alongside this, we ask our suppliers to also adhere to Chilly’s social and environmental policies including a Code of Conduct, Environmental Policy and Ethical Trade Policy, which set clear expectations around responsible business practices and sustainability.



SUPPLIERS

SUPPLIERS

SUPPLIERS

SUPPLIERS



ADVANCING SUPPLY CHAIN TRANSPARENCY WITH SEDEX

In 2023, Chilly’s became a member of Sedex, a global data platform that supports responsible sourcing by enabling effective monitoring of our suppliers’ social and environmental practices. Through Sedex, our suppliers can share data via third-party SMETA audits or Supplier Assessment Questionnaires (SAQs). This information is securely stored, analysed, and reported through the platform, giving us a clear and actionable overview of sustainability practices across our supply chain. It helps us identify risks, spot trends, and create targeted action plans to support continuous improvement.

Since joining Sedex, we’ve successfully connected with 100% of our tier 1 product suppliers, establishing a strong foundation for supply chain transparency. However, only 8% of our tier 2 product suppliers are currently onboard, highlighting one of the key challenges we’ve faced.

Many tier 2 product suppliers are unfamiliar with these types of reporting expectations and are not being asked for this information by other brands, making engagement more difficult. While we initially set a goal to onboard 100% of our tier 1 and 2 product suppliers by the end of 2024, it’s become clear that this target requires a more flexible, phased approach.

In response, we are shifting our strategy. Rather than pushing for full Sedex onboarding at once, we’re starting with lighter-touch assessments with our tier 2 product suppliers, while still engaging with Sedex to develop new outreach strategies to increase transparency of the supply base. The aim is to educate and build trust, gradually introducing higher standards. Initially, we are prioritising working with our key tier 1 product supplier, who will support with engaging their suppliers (our tier 2). We’re also working to ensure all suppliers maintain active Sedex memberships, with two tier 1 product and one tier 2 product suppliers having non-active accounts, but who have confirmed plans to reactivate them.

While it’s not mandatory, we are encouraging all tier 1 product suppliers to provide audits at least every two years, but preferably every year. Looking ahead, we are also aiming for all tier 1 product suppliers to complete the Environmental Self-Assessment Questionnaire (ESAQ) by June 2026. These efforts are essential to developing a more transparent, resilient, and responsible supply chain.

NUMBER OF PRODUCT SUPPLIERS ON SEDEX							
TIER	NUMBER OF SUPPLIERS	PERCENTAGE OF SUPPLIERS LINKED ON SEDEX	PERCENTAGE OF SUPPLIERS WITH NON-ACTIVE MEMBERSHIP ON SEDEX	PERCENTAGE COMPLETED SAQ	HAS SMETA AUDIT FROM LAST 2 YEARS	NUMBER OF SUPPLIERS WE ARE NO LONGER WORKING WITH SINCE 2023/24	REASON
Tier 1	6	100% (6/6 on Sedex)	33% (2/6) Membership expired but have been chasing them to renew	83% (5/6) One is downloaded, not visible on the system	67% (4/6) One is downloaded, not visible on the system	4	3 of these suppliers make a product we are no longer ordering, and 1 supplier was part of a partnership from 2023/24.
Tier 2	26	8.6% (3/26 on Sedex)	67% (2/3 suppliers on Sedex) Membership expired but have been chasing them to renew	100% (3/3 suppliers on Sedex) Two are downloaded, not visible on the system	100% (3/3 suppliers on Sedex) Two are downloaded, not visible on the system	12	These suppliers produce components for several products we are no longer ordering. This is due to product development and innovation, or products that have been retired.

SUPPLIERS

SUPPLIERS

SUPPLIERS

USING SEDEX TO MONITOR SUPPLY CHAIN PERFORMANCE OF KEY SUPPLIERS

Sedex provides us with a quantitative framework to track key social and environmental metrics across our supply chain. Among our six tier 1 product suppliers, two are considered strategically significant due to their role in the production and assembly of our core products.

- **Supplier 1** is responsible for manufacturing the metal components of our products, including processes such as powder coating and pattern printing. They also produce metal-capped lids and assemble our core products using lids sourced from other suppliers.
- **Supplier 2** does not manufacture directly for Chilly’s but instead manages three key tier 2 suppliers (suppliers 3, 4 + 5) who produce the main components of our Series 2 range. As a result, our focus with this tier 1 supplier is on engaging and monitoring the practices of their tier 2 partners, who are included in the data analysis that follows.

This targeted approach ensures we are prioritising the areas of our supply chain where we can have the greatest impact.

CHILLY’S KEY SUPPLIERS		
SUPPLIER 1 - TIER 1		
Produces the metal parts of our products, including powder coating. Also, produces lids with metal caps and assembles our core products with components from other suppliers.		
SUPPLIER 2 - TIER 1		
Does not produce products for us but manages three Tier 2 suppliers who produce the main components of our Series 2 products. Because of this, we focus our efforts on their three Tier 2 suppliers (suppliers 3, 4 + 5) and have included them in the data analysis table.		
SUPPLIER 3 - TIER 2	SUPPLIER 4 - TIER 2	SUPPLIER 5 - TIER 2
Supplies to Supplier 2. Manufactures Series 2 plastic components.	Supplies to Supplier 2. Manufactures Series 2 flip lid components.	Supplies to Supplier 2. Manufactures Series 2 silicone seals.

OVERVIEW OF KEY SUPPLIERS ON SEDEX			
KEY TIER 1 + 2	LIVE MEMBERSHIP ON SEDEX	SELF ASSESSMENT QUETSIONNAIRE (SAQ)	AUDIT
SUPPLIER 1 Tier 1	Yes	100% completed	Yes, within last year
SUPPLIER 2 Tier 1	Yes	100% complete, but requires annual review	N/A as don’t directly produce products for Chilly’s, so we do not require an audit from them
SUPPLIER 3 Tier 2	Membership expired	100% complete, but requires annual review - available offline only	Yes, within last 2 years - available offline only
SUPPLIER 4 Tier 2	Membership expired	100% complete, but requires annual review - available offline only	Yes, more than 2 years old - available offline only
Supplier 5 Tier 2	Yes	100% complete, but requires annual review	Yes, within last year



AUDITS

Our ambition is for our five main suppliers for our products to provide us with SMETA audit reports at least every two years. Sedex created the SMETA audit framework to ensure consistent standards are being reported on across industries. SMETA audits are undertaken by certified third parties.

Chilly’s uses these audits to monitor the performance of our suppliers. Where a supplier has not met the requirements of the audit, it is listed as a non-conformity. When a non-conformity is found, the auditor creates a Corrective Action Plan (CAP) outlining how and when the supplier needs to rectify it.

We are using the Corrective Action Plans (CAP) when non-conformities are identified to ensure that they are being addressed by our suppliers in a timely manner. Suppliers can update their progress on the Sedex platform, as well as through future audits. This will allow us to actively monitor progress.

In 2025/2026, we will create a framework to guide us on how we should approach repeated non-conformities or high-risk areas identified through the Sedex platform.

Below are the findings from the most recent audits for our four key suppliers (this excludes supplier 2 as it does not produce products for Chilly’s, but sources them through their supply chain).

In these four audits, 22 non-conformities were identified across 11 topics. These range in severity:

- **6 critical non-conformities:** most important to address
- **12 major non-conformities:** high importance to address
- **4 minor non-conformities:** lower importance to address

OVERVIEW OF NON-CONFORMITIES FROM KEY SUPPLIER AUDITS				
NON-CONFORMITY CATEGORY	NUMBER THAT WAS CRITICAL	NUMBER THAT WAS MAJOR	NUMBER THAT WAS MINOR	TOTAL NUMBER OF NON-CONFORMITIES PER CATEGORY
Management Systems				0
Employment is freely chosen				0
Freedom of Association and Collective Bargaining		1	1	2
Health, safety + hygiene	1	4	2	7
Children + Young Workers				0
Wages	1	1	1	3
Working Hours	4	4		8
Discrimination				0
Regular employment				0
No harsh/inhumane treatment, discipline or grievance				0
Environment		2		2

WAREHOUSE, FULFILMENT + LOGISTICS PARTNERS

Our warehouse and logistics partners are critical to delivering high-quality service while upholding our social and environmental standards. These partnerships are built on shared values and close relationships.

EU WAREHOUSE PARTNER

Our EU warehouse operations are managed by a global logistics leader. Chilly's has a strong relationship with our partner, with the most recent visit being in June 2025 to build on our collaboration and drive continuous improvements.

- **EcoVadis Platinum:** Awarded EcoVadis Platinum in December 2024, ranking in the top 1% of all assessed companies.
- **Environmental Data:** Provides warehouse data for our carbon footprint reporting.

GLOBAL LOGISTICS PARTNER

Our shipments from suppliers to our warehouses is managed by a leader in global transport and logistics.

- **EcoVadis Platinum:** Awarded EcoVadis Platinum in December 2024, ranking in the top 1% of all assessed companies.
- **Logistics Carbon Data:** Shares data for deliveries from manufacturers to warehouses, enabling comprehensive logistics carbon footprint.

UK WAREHOUSE PARTNER

Our UK-based warehouse is a close operational partner. With part of our internal team based on-site and regular team visits, we maintain a close relationship which allows for agility, oversight and innovation in both service and sustainability.

- **EcoVadis Silver:** Achieved EcoVadis Silver in May 2024, placing them in the top 15% of over 130,000 companies assessed globally for sustainability and ethical business practices.
- **Ethical Compliance:** Connected with Chilly's on Sedex, enabling transparent and ethical supply chain monitoring.
- **Packaging:** Supports Chilly's sustainable packaging initiatives, including responsible sourcing and material reduction.
- **Environmental Data:** Provides data for our carbon footprint reporting, including data for delivery to customers from the UK warehouse.





PROCUREMENT STRATEGY + TOOL

This is an area where we have made less progress than we would have liked since last year. We created and launched our tool in 2023, but needed to change the platform we were using to host the tool.

Our two targets of 100% of materials for products sourced adhering to our responsible sourcing guidelines by the end of 2024 and training all teams in Chilly's on the procurement tool by the end of 2024 were not able to be met.

Since then we have been building a new tool on a system we use across the business. We also decided to integrate the processes and requirements from our finance and legal teams when setting up new suppliers. This would mean that the tool could not only guide our team on sustainability considerations but also be a one-stop shop for everything they need to do to onboard a supplier.

We're working on launching the tool again soon internally, and ensuring that we meet our new updated targets:

- 100% of materials for products for resale sourced adheres to our responsible sourcing guidelines by the end of 2025.
- Launch and train all teams in Chilly's on the procurement tool by the end of 2025.

SUPPLIER POLICIES + QUESTIONNAIRE

Chilly’s has several standards and policies that outline the standards that we would like our suppliers to adhere to. These are mostly used for our Tier 1 product for resale suppliers and can be used before and during our partnership with these suppliers.

Chilly’s is updating the following for 2025:

SUPPLIER ASSESSMENT QUESTIONNAIRE

To understand how our suppliers who produce Chilly’s products are meeting our standards outlined in our Code of Conduct, we ask them to complete a Supplier Assessment Questionnaire. The questions align directly with the standards within our Code of Conduct, enabling us to highlight any non-conformities or areas for improvement.

As members of Sedex, we would like to move this onto Sedex’s online platform, which will analyse the results and identify risks and trends within our suppliers.

ENVIRONMENTAL POLICY

Chilly’s Environmental Policy outlines the minimum standards we have adopted, based on international industry standards relating to environmental impacts. These standards are designed to be reasonable and achievable, and we expect our suppliers who make our products to meet these. It includes requirements relating to hazardous substances, water, emissions and waste. Suppliers are encouraged to go beyond these standards, except where contradicted by law.

CODE OF CONDUCT, HUMAN RIGHTS + ETHICAL TRADE POLICY

It outlines the social standards that we require our suppliers who make our products to adhere to. Our Code includes standards related to working conditions, freedom of association, working hours and health and safety. This is aligned with the ETI Base Code, an internationally recognised code of labour practice, founded on the conventions of the International Labour Organization (ILO).

Our Ethical Trade + Human Rights Policy outlines our baseline requirements and links back to our Code of Conduct. It also includes how we address non-conformities and Corrective Action Plans (CAP).





TARGETS / SUPPLIERS UPDATE



COMMITMENT	SUB-TOPIC	TARGET DATE	STATUS	UPDATE
Train every team to use the procurement tool by the end of 2025	Suppliers	31st December 2024 Updated to 31st December 2025	TARGET MISSED, UPDATED TARGET DATE	This is an area where we have made less progress than we would have liked since last year. We created and launched our tool in 2023, but needed to change the platform we were using to host the tool
Review the procurement tool and train our employees on its use every 12 months	Suppliers	30th June 2025 Updated to 31st December 2025	TARGET MISSED, UPDATED TARGET DATE	This is an area where we have made less progress than we would have liked since last year. We created and launched our tool in 2023, but needed to change the platform we were using to host the tool. Our two targets of 100% of materials for products sourced adhering to our responsible sourcing guidelines by the end of 2024 (see target in Materials Pillar) and training all teams in Chilly’s on the procurement tool by the end of 2024 were not able to be met. Since then, we have been building a new tool on a system we use across the business. We also decided to integrate the processes and requirements from our finance and legal teams when setting up new suppliers. This would mean that the tool could not only guide our team on sustainability considerations but also be a one-stop shop for everything they need to do to onboard a supplier
Onboard 100% of tier 1 and tier 2 product suppliers onto Sedex by the end of 2024	Suppliers	31st December 2024	MET TARGET IN PART	Onboarded 100% of our tier 1 product suppliers. Onboarded 8% of our tier 2 product suppliers, highlighting one of the key challenges we’ve faced. Many tier 2 product suppliers are unfamiliar with these types of reporting expectations and are not being asked for this information by other brands, making engagement more difficult. It’s become clear that this target requires a more flexible, phased approach. In response, we are shifting our strategy. Rather than pushing for full Sedex onboarding at once, we’re starting with lighter-touch assessments with our tier 2 product suppliers. Initially, we are prioritising working with our key Tier 1 product supplier, who will support with engaging their suppliers (our Tier 2). While it’s not mandatory, we are encouraging all tier 1 product suppliers to provide audits at least every two years, but preferably every year. Looking ahead, we are also aiming for all tier 1 product suppliers to complete the Environmental Self-Assessment Questionnaire (ESAQ) by June 2026. These efforts are essential to developing a more transparent, resilient, and responsible supply chain
All tier 1 product suppliers to complete the Environmental Self-Assessment Questionnaire (ESAQ) by June 2026	Suppliers	30th June 2026	NEW TARGET	N/A
Review, update and publish our supplier policies every 2 years. Resharing these with our suppliers when we do this	Suppliers	30th June 2025	MET TARGET IN PART	Chilly’s will review its supplier policies in 2024/25



OUR VALUES

20
23



OUR VALUES

For us, the Our Values pillar centres on governance and responsible business practices. A core part of this is choosing our partners thoughtfully, defining how we work with them, and communicating transparently about our sustainability efforts.

This Responsibility Report is a key tool in holding ourselves accountable and demonstrating our commitment to responsible business.

The Our Value pillar encompasses the following focus areas:

- B Corp
- Transparent Communication + Limitations
- Partnerships
- Charity Partnerships

OUR VALUES

OUR VALUES

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OUR VALUES

B CORP

We are absolutely thrilled to have been recognised for our efforts and to become part of a global movement that’s making real change. We are committed to continuously improving, something central to the B Corp movement.

WHAT DOES B CORP CERTIFICATION MEAN?

Being B Corp certified means that we have met the standards set out by B Lab, the non-profit behind B Corp, on social and environmental impact. The verification covers a huge range of topics from product carbon footprints, to workers’ rights, and employee wellbeing. It doesn’t mean that we’re perfect, but it demonstrates that we are taking sustainability seriously.

AN EVOLVING STANDARD

This year, B Lab introduced an updated certification framework, designed to raise the bar for all certified companies.

As a result of these changes, all certified B Corps will be required to re-certify under the new framework. Because of the significant changes, Chilly’s has an additional year to complete this process, with a recertification date of June 2027.

B CORP CERTIFICATION: A COMMITMENT TO CONTINUOUS IMPROVEMENT

In 2025, we will be using the updated B Impact Assessment to benchmark our current performance and conduct a comprehensive gap analysis. This will guide our action plan as we work to implement meaningful improvements and meet the new, more rigorous standards.





PARTNERSHIPS

CO - BRANDING

Chilly’s partners with companies, universities, community groups, charities, and individuals to print and engrave logos or names on our products. Over the years, we’ve had the privilege of working with incredible organisations like Glastonbury, Goodwood, and Oasis.

While we value the opportunity to co-brand, Chilly’s is committed to responsible partnerships. We do not intentionally co-brand with businesses whose core operations are considered high-impact. The list currently includes, but is not limited to, fossil fuel, tobacco, mining, gambling or weapon-related industries. This list is reviewed regularly and may expand. Chilly’s retains the right to decline co-branding with any business.

COLLABORATIONS

Chilly’s has proudly collaborated with a range of leading brands and individuals, merging creative identities with our products. Collaboration is central to our brand direction, helping us reach new audiences, build meaningful relationships, and advocate for the use of reusables.

In 2024/2025, our collaborations have focused on the worlds of music, art, and fashion. For the launch of Big Mouth in 2025, we teamed up with eyeveyes to create original music using our products, and with Seeing Red to design a one-of-a-kind accessory that can transform into a poncho, bag or picnic blanket made from deadstock nylon and hand-dyed cotton.

All collaborations tell a story of progress and a dedication to growth in the reusable product space.

OUR VALUES

OUR VALUES

OUR VALUES

CHARITY PARTNERSHIP WITH THE ROUNDHOUSE

EMPOWERING EMERGING CREATIVES

As part of our ongoing commitment to supporting the next generation, Chilly’s is proud to partner with the Roundhouse for their Resident Artist Programme 2025/26, an initiative designed to empower emerging creatives.

The Roundhouse is not only one of London’s most iconic performance venues, but also one of Europe’s leading centres for young creatives. In the past year alone, it has provided opportunities for over 10,000 young people to develop their talents across music, media, and the performing arts.

SUPPORTING THE RESIDENT ARTIST PROGRAMME

Chilly’s is supporting the Roundhouse’s free, intensive year-long residency programme, which provides early-career artists with access to world-class resources. This includes the use of state-of-the-art studios and rehearsal spaces, monthly workshops, master-classes, and one-to-one mentoring from industry professionals.

The programme is open to a wide range of creative disciplines, with past Resident Artists including musicians, filmmakers, choreographers, poets, actors, and writers.

A SHARED COMMITMENT TO CREATIVITY + SUSTAINABILITY

Our collaboration with the Roundhouse is rooted in shared values, particularly around sustainability, creative expression, and long-term youth empowerment. Music, art, and culture are central to Chilly’s identity, and we’re proud to support a programme that reflects these principles.

We look forward to celebrating the 2025/26 cohort and sharing updates throughout the year.



OUR VALUES



OUR VALUES



CHARITY PARTNERSHIP WITH STUDIO 36

SUPPORTING THE NEXT GENERATION OF MUSICAL TALENT

We're proud to donate to our local charity partner, Progression Sessions. Through their project, Studio 36, they are inspiring the future big names in music. Studio 36 provides a community-based music studio.

Progression Sessions, offering mentoring, artist development, employment opportunities, training, and free studio access to young creatives. Located near Chilly's headquarters at EarthH in Hackney, it serves as a creative hub for aspiring artists aged 14–25 to make, record, and perform music. A year-round programme of workshops and events supports participants in developing their artistic and professional skills.

THE STORY BEHIND STUDIO 36

Progression Sessions, who runs Studio 36, was founded in 2016 by two former music teachers in response to ongoing cuts to public music education funding. What began as a volunteer-led, 10-week pilot programme quickly gained momentum due to strong community support.

Since then, the organisation has grown into a registered charity with partnerships including Hackney Empire and has delivered socially-distanced programmes through the COVID-19 pandemic, demonstrating resilience and commitment to its mission.

WHY THEIR WORK MATTERS

By providing free access to professional-grade facilities and expert guidance, Studio 36 enables emerging artists to explore their potential, often in ways traditional education settings do not support. This includes working directly with pupil referral units to offer alternative pathways for learning and engagement.



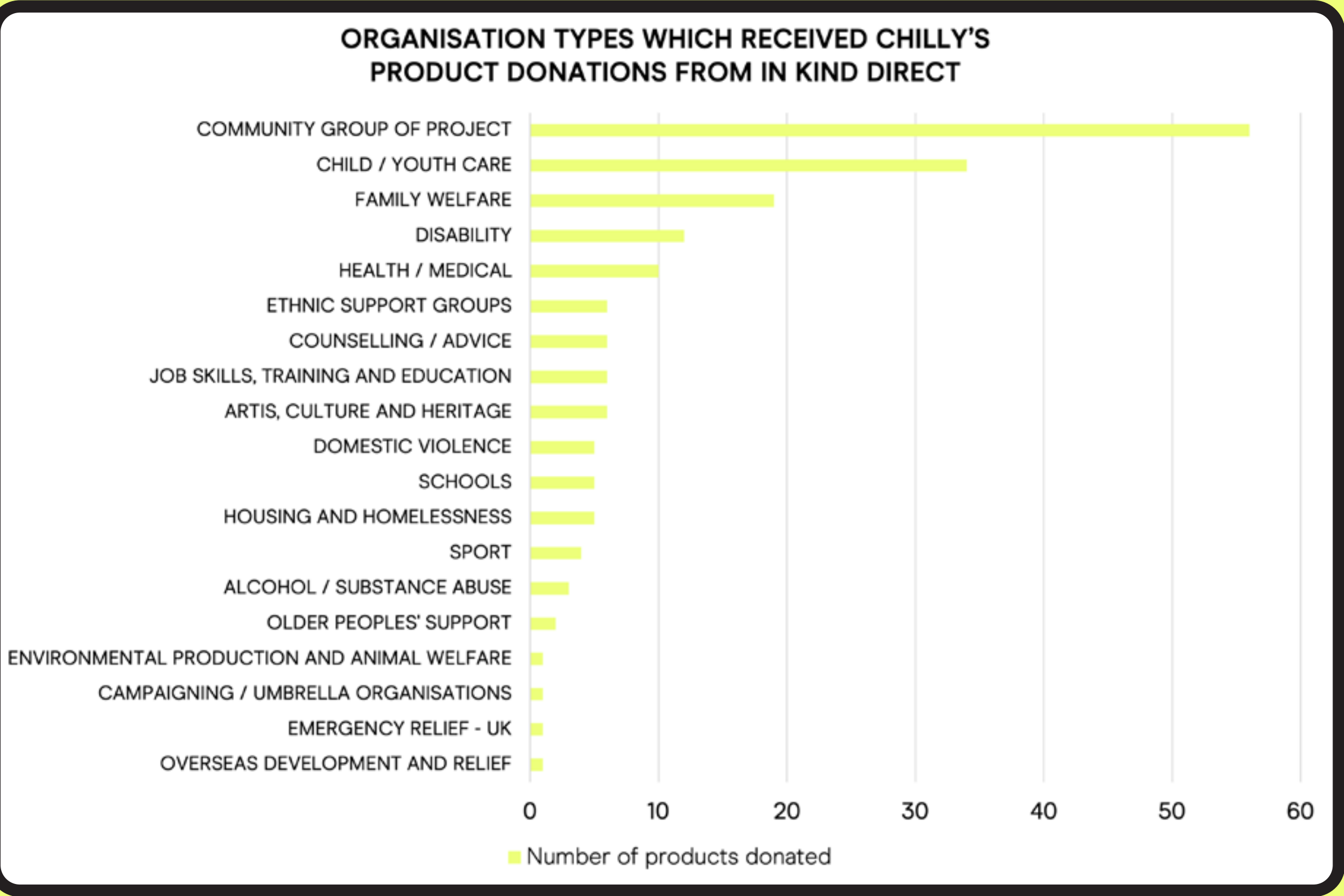


PRODUCT DONATIONS WITH IN KIND DIRECT

In June 2025, we donated 649 Chilly’s products to In Kind Direct. In Kind Direct is a charity that distributes essential products to people in need through a UK-wide network of charitable organisations.

The donation helps ensure our surplus items go to good use while supporting charities, community groups, and the people they serve.

The product donations have all already been accessed by 183 different charitable organisations within In Kind Direct’s network throughout the UK. The tables below provide an overview of the recipient charities’ area of focus, along with their geographical distribution throughout the UK.





TARGETS / OUR VALUES UPDATE



COMMITMENT	SUB-TOPIC	TARGET DATE	STATUS	UPDATE
Publish Chilly’s Responsibility Report on an annual basis	Transparent communication	30th June 2025	MET TARGET IN PART	Chilly’s published our responsibility report on our website in July 2025. This was slightly late, but we wanted to ensure that it was perfect before publication. We will publish our sustainability report on an annual basis
Publish Chilly’s Responsibility Report on an annual basis	Transparent communication	30th June 2026	NEW TARGET	N/A
Achieve B Corp recertification in 2027	B Corp	30th June 2027	NEW TARGET	N/A

