Nando's

2026



More than Sauce

Doing well by doing good



Contents

INTRODUCTION 3

OUR PEOPLE 4

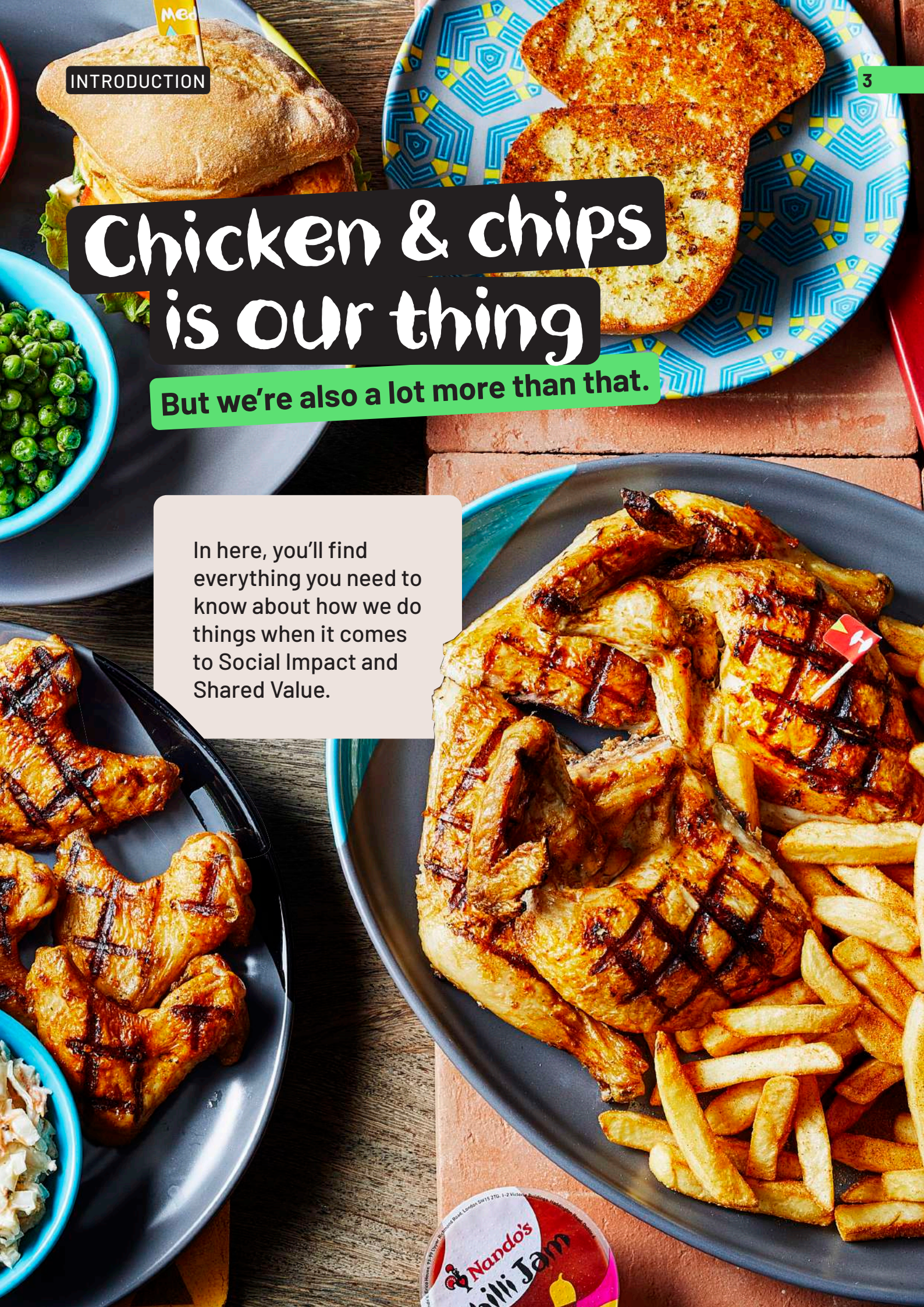
OUR LOCAL & GLOBAL COMMUNITIES 6

OUR PLANET 12

Chicken & chips is our thing

But we're also a lot more than that.

In here, you'll find everything you need to know about how we do things when it comes to Social Impact and Shared Value.



It's the people that make the chicken.

You'll hear us say that a lot and it's true - without our people, there's no Nando's. From our local communities to the people we work with in our homeland, Southern Africa, we want to make a positive social impact no matter where we go.



Everyone is Welcome

Inspired by our heritage, we know and value the richness diversity brings. Not just in running a successful business, but creating a better world for us to live in. We believe in inclusivity and opportunity for everyone, so you'll find people from every country, race and religion working and eating together here.

In FY26

Made up of 20,000 Nandocas, we're one of the largest employers in UK hospitality. And we're also one of the UK's largest youth employers.

77%
of new hires were aged 16–24

1500+
people started their first job with us

We hired
424
people facing long-term unemployment, disabilities or economic instability through our Community Hires programme.

And we're really proud of supporting people to grow with us:

75%
of Managers have been promoted internally

300+
apprentices graduated last year

1300
Nandocas have been with us for over 10 years

100
Nandocas are hitting their 20+ year anniversary

Learning and development's important to us - we want Nandocas to build skills for life, not just for work. Last year, we launched Thrive, our new learning platform and Nandocas have already clocked up more than two million minutes of learning.

Nando's University

We know that once a Nandoca, always a Nandoca. We might be a career path for one or a stepping stone in someone else's journey.



Human Rights

We want to make sure people are protected and human rights are upheld throughout our supply chain. To do this, we require our food and restaurant non-food suppliers to complete a self-assessment questionnaire and carry out an audit every two years. This year, we partnered with Sedex and 100% of food and restaurant non-food suppliers have connected with Nando's on their platform.

Find out more from our Modern Slavery statement **here.**

Find our Gender Pay Gap report **here.**

Our local & global communities

We build relationships with charities in our local communities across the UK and Ireland and over in Southern Africa, supporting them with funding, food donation and employability programmes and volunteering our time.



Close to home

Our restaurants often become a staple in local communities, so we want to make sure we're giving back. Around six million people or 9% of the UK population experienced food insecurity in 2024-25, based on data from the Department for Work and Pensions. We refuse to waste food when people are going hungry.





No Chuckin' Our Chicken

This our food donation programme in the UK and Ireland. We freeze and save any surplus chicken that can be donated and distributed to over 800 local charities in our communities. Since 2010, we've donated over six million meals and last year, we hit our highest ever redistribution record with 525,000 meals.

Hiring in the community

Through our No Chuckin' Our Chicken charity partners, we've built close relationships and partnered with employment charities. Together, we support people facing barriers to work with things like CV workshops, recruitment events, interview prep and offering job opportunities where we can. And since FY23, we've hired over 650 through our employability programme.



New openings and new opportunities

We want to be a force for good in our communities from day one. Before we've even opened a new restaurant, we start working on projects that benefit the local area. Whether it's a new restaurant or a refurb, we connect our best-in-class designers, contractors and builders with local charities to work on a community project and over the last five years have completed 162 community build projects. Like designing and building a new diner-style dining room or a care home in Hornchurch or repurposing an old phone box and creating it into a community donation space in Ipswich. And to minimise waste, we'll offer to give any lighting, fabric, seating or equipment a new home where it might change someone's life.

Paper bag charge donations

In 2015, Scotland and Wales introduced a mandatory 5p bag charge for single-use paper bags. Any proceeds are donated to local community organisations who are part of No Chuckin' Our Chicken. They can then apply for grants to help fund projects or anything they need to deliver their service. Last year, £87,000 was donated across six local charities, helping them do some much-needed DIY to their spaces and improving the experience of the people using their services.



Micro grants

To amplify our impact with local charities in our communities, we work with key partners like Coca-Cola to unlock funding for micro grants. In 2025, we committed to donating £50,000 each year where our No Chuckin' Our Chicken charity partners can apply for a £500 micro grant to fund a specific project or use towards anything they're in need of. So far, over 120 charities getting have got involved.

Volunteering

As well as food donation and funding, we also volunteer our time with Nandocas across the business volunteering to support local charities with things like gardening, painting, mentoring and interview prep. Since FY26, over 850 Nandocas have volunteered over 4000 hours.



In our homeland

Home of our PERi-PERi (African Bird's Eye Chillies), everything we do roots back to Southern Africa. And we want to make sure we're doing everything we can to change lives and make a difference in our homeland as well as our local communities.



A fair deal for farmers

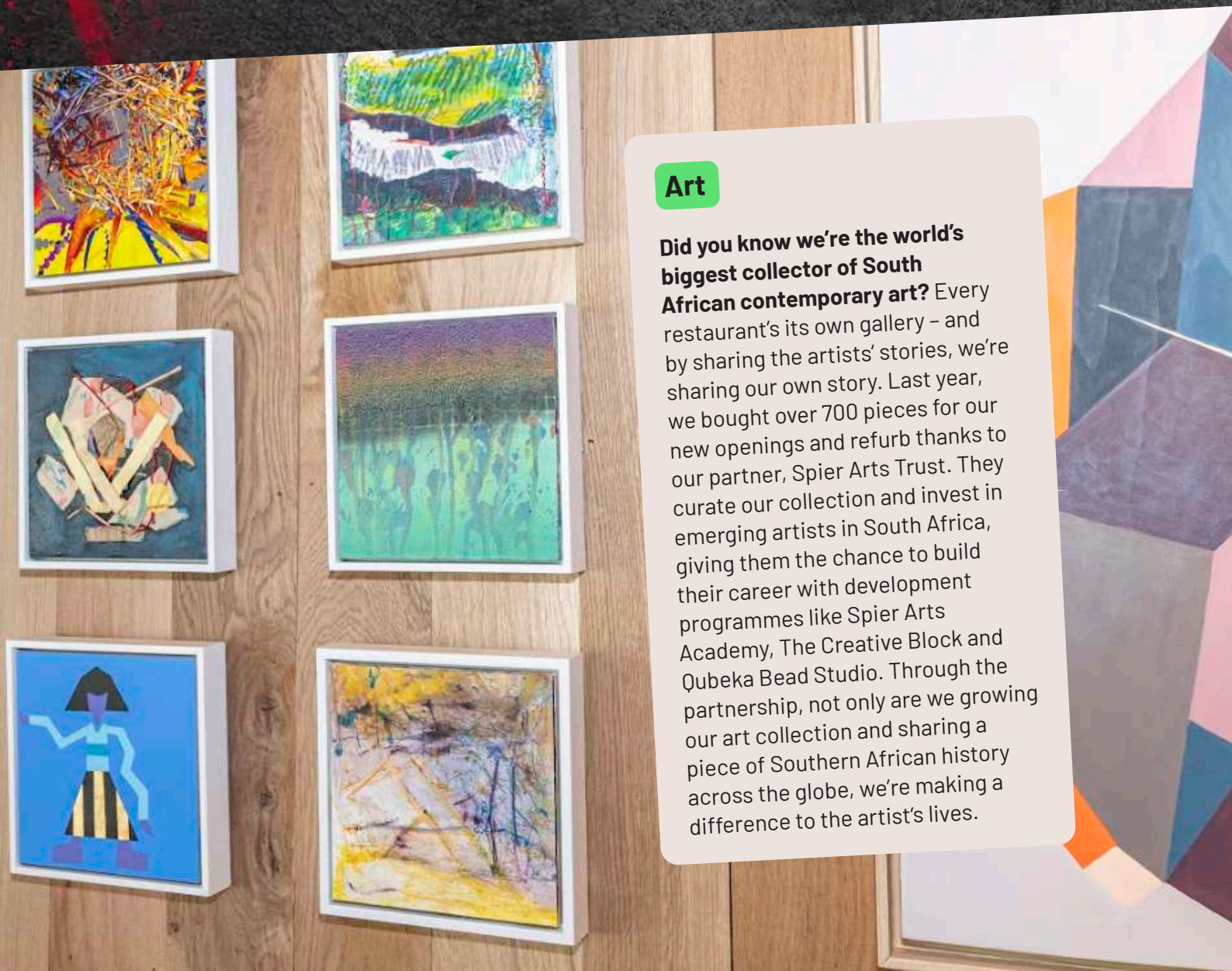
We decided to find a better way of sourcing and buying the chillies that make our legendary PERi-PERi sauce. First, we trademarked the specific variety of African Bird's Eye Chillies. Then, through connecting with local farming organisations, we met small-scale farmers across Southern Africa to secure a stable supply at a fixed (and fair) rate, above market value, so farmers could plan and manage their farms without having to worry about fluctuating prices. We guarantee to buy all their chillies, making sure they've got a steady, reliable source of income. The success of our PERi-Farms means we've got a traceable chilli supply chain that not only empowers farmers, but gives them the skills and opportunity to support themselves with a reliable crop they can make a good living from.



Nando's Fighting Malaria

In 2017, we joined the fight against malaria. Our commitment then was simple and is the same today - we'll raise money to help fund spraying projects in Mozambique, where our PERi-PERi (African Bird's Eye Chillies) are grown. Spray teams go from home to home, coating the walls in a non-toxic insecticide that protects a family from malaria-carrying mosquitoes. A lot of the money we raise comes from internal fundraising like sponsored walks, raffles, bake sales and everything in between. We also sell PERi-PERi Sauce gift packs in our restaurants and donate all profits. And 10p from every portion of Sweet Potato Wedges sold is donated.

Last financial year, we protected an estimated 240k people from malaria through our Nando's Fighting Malaria spraying programme.



Art

Did you know we're the world's biggest collector of South African contemporary art? Every restaurant's its own gallery – and by sharing the artists' stories, we're sharing our own story. Last year, we bought over 700 pieces for our new openings and refurb thanks to our partner, Spier Arts Trust. They curate our collection and invest in emerging artists in South Africa, giving them the chance to build their career with development programmes like Spier Arts Academy, The Creative Block and Qubeka Bead Studio. Through the partnership, not only are we growing our art collection and sharing a piece of Southern African history across the globe, we're making a difference to the artist's lives.



Music

Amapiano is arguably the biggest cultural movement to come out of South Africa since Nando's. In 2022, we launched Mix It Up, in collaboration with non-for-profit label, Bridges For Music. Each year, we fly UK and US music artists out, pairing them with South African producers to create an EP and to date, the EPs have hit over two million streams.

Loja

What started in 2012 as a way of sharing our love for fashion, culture and Nando's has grown into a collection designed by Nandocas, for Nandocas. Every item is created from scratch and celebrates our Afro-Portuguese heritage, working with artisan makers, designers and purpose-led suppliers across Southern Africa. Through LOJA (Portuguese word meaning 'shop'), we're not just creating products that connect Nandocas to our culture, we're supporting craftsmanship, creative talent and local enterprise, helping create meaningful economic opportunities in the communities we partner with.



Our planet



Climate

We're committed to cutting our greenhouse gas emissions throughout our value chain and operations and playing our role to limit climate change to 1.5°C in line with climate science.

We're submitting revised climate targets to the Science Based Target Initiative (SBTi) at the end of 2026. This is following completion of a 5-year review against the new corporate standards that were released after our targets were first set in 2019. We'll share these new targets once the SBTi have validated them.



In the meantime...

Scope 1&2: Emissions from our restaurants

Our focus remains on carbon and waste reduction as areas of high impact. We know reducing our carbon emissions is critical and reducing our own scope 1 and 2 emissions from restaurants is a priority. We have now rolled out new energy efficient grills, which reduce gas consumption by up to 38%. This and other energy efficient equipment and technologies, as well as on-site renewables, continue to be trialled. In the UK, we have opened 3 new restaurants that have transitioned away from gas and only use electricity, reducing carbon emissions.

In the year to 22 February 2026, total scope 1&2 emissions (market-based) have reduced 6.7%, despite 12 new openings and higher trade volumes than the previous financial year.

Energy (GWh)	2026	2025	Change
Total energy consumption	223	222	0.5%
Greenhouse gas emissions (Tonnes CO2e)			
Scope 1	16,294	17,553	-7.2%
Scope 2 (Location based)	24,486	26,342	-7.0%
Scope 2 (Market based)	88	0	100.0%
Total Scope 1 & 2 (Location based)	40,780	43,895	-7.1%
Total Scope 1 & 2 (Market based)	16,382	17,553	-6.7%
Scope 1 & 2 emissions per 1000sq ft of floor area (Market based)	8.87	9.73	-8.8%

Now for Scope 3... Over the last 3 years we have invested in improvements in the accuracy of our carbon footprint, including calculating bespoke product carbon footprints for all of our menu items with Mondra. Most of our Scope 3 emissions are from food and drink, with most coming from our chicken that's largely driven by soy in chicken feed.

Nature

Water

We know water is really valuable. In our restaurants we aim to reduce the amount we use with things like low flow taps and toilets for customers and our kitchen taps are push to go, so they can't be left running. Across our supply chain, we're conscious of how much is being used and of preserving water quality, particularly in water stressed regions. Our Food Policy requires all suppliers to assess water risk using the WWF Water Risk Filter and we engage to discuss mitigations where risks in the supply chain are identified.

Deforestation

We're committed to zero deforestation across our supply chain and sourcing products with no links to either deforestation or land use change, also known as conversion.

Soy

We buy very little soy directly for our products, but larger volumes are used in our supply chain as an ingredient in some chicken feed. We're committed to playing our role to bring transparency to the soy supply chain and are signatories to the UK Soy Manifesto and Cerrado Manifesto.

We're also committed to sourcing only verified deforestation and conversion-free soy directly in our products and indirectly through our supply chain, with a cut-off date of 2020. As part of the UK Soy Manifesto, we aimed to achieve this by 2025. Industry-wide challenges, including legislative delays to the EU Deforestation Regulation (EUDR) and the UK Forest Risk Commodities regulations have made it difficult to fully get there. In FY25, 100% of the soy in our supply chain was either certified under a mass balance chain of custody model (82%) or covered by RTRS credits purchased to support certified production (18%).

We care about the environment and having a positive impact on our planet. So, what's our connection to the River Wye?

- Nando's account for less than 3% of chicken bought in the UK. We don't own any farms, we work with suppliers who are required to meet strict standards and policies covering water management, waste and responsible sourcing.
- We have one main supplier in the Wye catchment. Over the past year, we've completed a comprehensive, four-phase, independent audit of all the farms used by our supplier in that catchment. All are managing their practices responsibly and in line with their contractual commitments.
- Where we identify practices that don't meet our standards, we act.
- We're now rolling this audit programme out, focused on chicken suppliers within at-risk water catchments across the UK.
- We know this is a complex issue with many contributing factors, as outlined by research from the Universities of Cardiff and Lancaster and the Wye & Usk Foundation, and we'll continue to work with our suppliers and experts to understand and address it.



Other deforestation risk commodities
Small volumes of other key commodities often linked to a risk of deforestation are used as ingredients in our menu items, including cocoa, palm oil and coffee. Timber and paper are also used as a building material and for furniture in our restaurants and for packaging and disposable items like napkins and cutlery.

In FY26, palm oil was used as an ingredient in six of our menu items, with a total usage volume of less than 1 tonne (634kg). We require 100% of palm oil to be certified to the RSPO Identify Preserved (IP) or Segregated standards.

Cocoa is used in four menu items and totalled less than 1 tonne in usage volume for FY26 (42kg). All cocoa is sourced certified to Fairtrade, Rainforest Alliance, UTZ, or programs which demonstrates traceable and quantifiable progress against child labour, modern day slavery and deforestation.

Coffee is not a core menu item and only sold at our Gatwick restaurant where we serve breakfast. All coffee is sourced 100% certified by Rainforest Alliance. We require all timber for our restaurant builds to be certified by the Forest Stewardship Council (FSC).

Case study

Regenerative farming
We've partnered with Wildfarmed to use their flour for our rustic Portuguese rolls. The flour's grown in the UK using regenerative farming methods that improve the natural farming ecosystem, rather than depleting it. Regenerative farming is a huge opportunity for exploring innovative sustainable agricultural practices, working with nature by promoting plant diversity, keeping living roots in the ground and using cover crops to reduce carbon emissions, improve soil health and promote greater biodiversity. And we're working with our other suppliers to look at other ways regenerative farming techniques can be used to grow ingredients for our products.

Waste
Our natural resources are valuable and we don't want to waste them. We're committed to reducing waste as much as possible and recycling it where it does exist.

Food waste
Despite opening 11 new restaurants in the last year, we've reduced food waste by 4%.
All our chip oil is collected and processed by heating and filtration to create biodiesel. And our chicken fat's also collected and used to create biodiesel and renewable energy, through anaerobic digestion.

Operational waste
In restaurants, this is mostly packaging from ingredients, portioning packaging like sauce pots, disposable items like napkins and food waste, including plate scrapings and food not sold.
We work closely with our waste management provider to make sure as much of the waste collected is recycled or sent to anaerobic digestion where possible. And we've tested and invested in our back of house bin systems to get an industry leading recycling rate. We're also looking to get more product into reusable crates to further reduce waste. Over the last 2 years, this and other targeted programs has removed 660 tons of waste (cardboard) from the system.

Packaging
This year, we've launched 100% recyclable packaging across delivery. We only use plastic where necessary for dip pots and as a thin lining to some recycled paper-based tubs across all our customer packaging. In 2019, we switched to paper for our UK takeaway cutlery and straws.

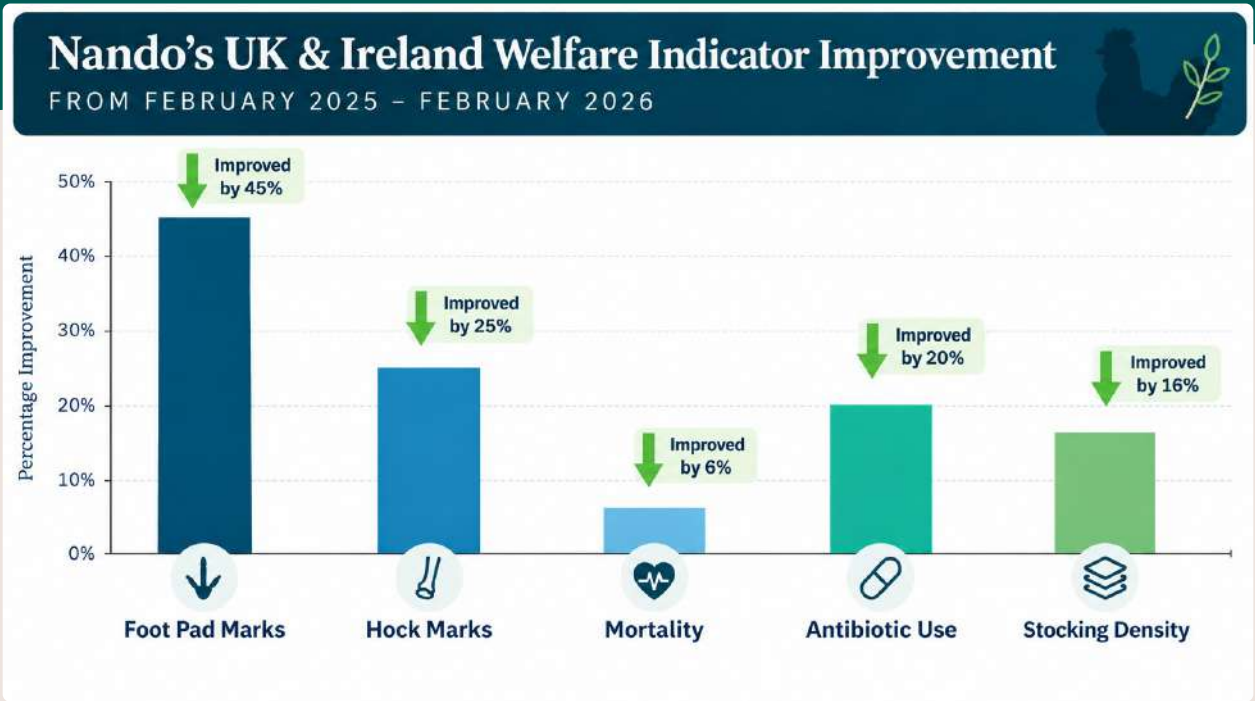
In FY26, we replaced cardboard boxes across our chicken and fresh produce ingredients for deliveries with reusable trays, saving 280 tonnes of packaging annually.

Animal welfare

Chicken

The quality, welfare and health of the chicken we buy is a priority and we work closely with our suppliers to make sure we have the best possible standards. We don't just take people's word for it - our supply chains are checked and verified through independent schemes like Red Tractor, Bord Bia and other trusted third parties. We don't own any farms, but we have our own checks and balances above the Red Tractor standard to keep suppliers and farmers accountable for the welfare of our chickens. We also have our own set of KPIs and expectations that they report on, with all cases exceeding Red Tractor requirements, to make sure we're all working towards the same goals and on the same journey of continuous improvement. From our own checks and balances, what we call our 'Chicken Grower Welfare Standards', we can report the latest data/ improvement to chicken welfare:

FY26 vs. FY25 UK chicken supply



What does it show about:

Use of antibiotics

- The farmers and vets we work with do use antibiotics, but in the same way you'd look after a pet at home. Antibiotics are a last resort by the vets to keep the chickens healthy. For context, the use of antibiotics in the chickens we buy is less of a grain of sand per chicken, per year.

Stocking density

- We've always matched the Red Tractor requirement of below 38kg but as of April 2025, we reduced it to 30kg per square metre, so they have more space now.

Litter, foot pad and hock marking

- We've worked with our suppliers to refine what's used in our supply chain for litter and use the best product to achieve high welfare outcomes and reduce foot pad and hock markings.

Lighting

- We meet the requirements of Red Tractor and our farms also have windows or access to natural light.

Enrichments

- We meet the Red Tractor requirements - our chickens are given perches, toys and bails to jump on and off

Controlled Atmosphere Stunning

- Our slaughter process meets the UK standard for non-halal chicken. And our halal chicken is authorised by leading Halal Food Authorities. They're pre-stunned to minimise suffering and fear before they're hand-slaughtered.

Our chickens

- The chickens we buy use 23% less feed or about 500 tonnes than slower growing breeds, which means 18 less lorries on the road each week. And our carbon footprint is 31% less than slower growing chickens.

We work directly with farmers and suppliers because we're upping our game, holding ourselves to account and setting higher expectations than industry standards. We want to make sure we've got oversight at every stage of our chicken's life cycle. New research, new tech, new farming practices and new expectations mean the goalposts keep moving. That's why we focus on understanding our entire supply chain, so we know where our products come from, what's gotten better along the way and what needs to improve next.

Case study

Sustainable Chicken Forum

We're proud to be a founding member of the Sustainable Chicken Forum (SCF) and are one of 18 hospitality brands that have come together to take a holistic view of chicken production in our supply chains. The welfare of these chickens, the environmental impact of chicken farming and the security of chicken supply for the long term are crucial for us. They're all interlinked and need to be addressed together in order for us to make long term continuous improvement on chicken welfare standards.

This is why we set up the forum, to bring together the power of hospitality and explore these challenges and find solutions together. The SCF will:

- Share best practice and champion efforts across hospitality to improve chicken welfare.
- Explore opportunities for further research the challenges facing the poultry sector and balancing welfare improvements with environmental impact and consistent supply.
- Engage in policy development that supports the British supply chain to grow as part of European and global poultry supply chains. In the UK, this includes advocating for a joined-up approach to poultry policy that overcomes restrictive planning rules and aligns animal welfare and farming priorities.
- Feed into the UK Government's ongoing review of breeding practice and welfare impacts.
- The SCF will work with all other parts of the poultry supply chain: farmers, producers, retailers, NGOs and the government to address the challenges facing chicken supply and deliver progress on the chicken welfare journey.

As a member of the SCF, Nando's is committing to:

- Continuing to improve the welfare of chickens in our supply chain.
- Supporting evidence-led work into changes that can drive welfare improvements alongside reducing impact on the environment and chicken supply.
- Continuing to use existing reporting mechanisms to demonstrate progress as a responsible business in areas such as welfare outcomes, environmental impact, water consumption, deforestation in supply chain, as well as economic contribution through jobs and growth.

Through the work of the SCF, we believe we can help shape a new direction for the hospitality sector, one that delivers better outcomes on chicken welfare, environmental health and economic growth.
More information on the formation of the Sustainable Chicken Forum can be found here.

Eggs

We use 100% cage free eggs across our restaurants and grocery range in the UK and Ireland. And the same goes for our restaurants in Australia and New Zealand, South Africa and our entire global grocery range. Overall, 95% of the eggs used across our global business are cage free.

There's still work to do in North America and Malaysia and Singapore where we continue to face product and supply challenges. We've made progress in North America and our cage free volume is currently at 30%, but we didn't meet the 2025 deadline we set ourselves. Cage free volume is also at 30% in Malaysia and Singapore, and this is a priority area for us as we work towards our 2027 deadline. And we're continuing to engage with our partners in Nando's Partner Division where we don't have direct control over supply or sourcing decisions.

