

# Corporate Social Responsibility

Behaving responsibly conjures different responses in different people but, in a nutshell, it is about people, community and environment. We are committed to behaving ethically and responsibly throughout all our business activities and are acutely aware of our potential impact on our **people**, both internally and externally, the **communities** around us and the wider **environment**.

## People

We are committed to providing equal opportunities to all existing and potential employees whether in their recruitment, training or promotion and to eliminating discrimination in the workplace, whether on the grounds of disability, gender, sexual orientation, marital status, race, colour, age, religion or belief, national or ethnic origins.

One Great George Street also demonstrates a healthy diversity of society in multicultural Britain.

## Community

We encourage our employees to contribute to the community and society at large and support them to best of our ability on a continual basis.

We compete fairly and honestly by delivering best-in-class services to our clients. We do not condone or encourage, directly or indirectly, unlawful or unethical behaviour such as bribery, kick-backs or any other activities that may be construed as being corrupt, unlawful or unethical.

We compete strongly and fairly with our competitors, complying with anti-competition laws to ensure services are provided on their merits. Only lawful means of obtaining information about our competitors may be used.

Business partners and agents are only engaged if they have met our standards and entered into written agreements in compliance with our policies and procedures.

Confidential and proprietary data disclosed to One Great George Street is protected at all times. Privacy of our own, employee and individual persons is entrusted to its care and is respected and appropriately used. Business records are preserved for the requisite retention periods whether in paper or electronic form and are properly disposed of at the end of the period.

## **Environment**

We consider the respect and protection of the environment as an integral element of our underlying corporate responsibility and, as such, we continuously look across all of our business practices to ensure we have the minimal adverse effect on the environment. We have an Energy Policy (Appendix 1), Energy Policy Action Plan (Appendix 2), and Environment Policy (Appendix3). Furthermore we have established numerous initiatives on Waste and Recycling (Appendix 5).

Overall, presenting suppliers which have sound ethical policies in the products that they source and deliver is central to our business. Appendix 4 contains the results from a CSR Survey conducted in 2008.

In essence, we see operating responsibly as an integral part of operating successfully: a sustainable business, in every sense, needs to be successful and vice versa.

"One Great Venue ..... One Great Standard"

## Appendix 1

### Title: One Great George Street Energy Policy

Policy Code:

Author: Phil Ackers

Authorised by: Gary Payne

Date of Issue:

Job Title: Building Services Manager

Job Title: Director

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1. One Great George Street (OGGS) is an award-winning central London conference and wedding venue, situated in close proximity to many of the capital's major sights. Offering first class facilities and standards of service, this magnificent four-domed Edwardian building is perfect for wedding receptions, conferences, meetings, gala dinners and drinks receptions alike. OGGS has undertaken to review, monitor and take all steps to improve its environmental performance.
2. One Great George Street will continue efforts to achieve the following objectives:
  - (i) To promote Energy Awareness amongst its employees, clients and members.
  - (ii) To reduce the consumption of fossil fuels and utilise energy from sustainable sources where practical.
  - (iii) To monitor and report energy consumption.
  - (iv) To purchase energy at the most economic rate and with the least impact on the environment.
  - (v) To reduce water consumption.
  - (vi) To identify and implement Energy saving measures and practices throughout all its premises, plant and equipment.
  - (vii) To support the Government's energy policy in promoting energy efficiency measures and the achievement of the UK's carbon emissions reduction targets.
  - (viii) To incorporate sustainable designs practice to comply with current building regulations and which minimise energy consumption.
3. The Energy Policy covers One Great George Street's London premises and operations.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix 2

### Title: One Great George Street Energy Policy Action Plan

Policy Code:

Date of Issue:

Author:

Job Title: Energy Manager

Authorised by: Gary Payne

Job Title: Director

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#### Part 1 –Energy Awareness Programme:

To develop One Great George Street's (OGGS) Energy Awareness Programme as a leader for sustainable energy use; to promote the importance of good energy management for the economic, social and environment. Most energy savings come from personnel incorporating energy conservation and demand reduction efforts into their daily routine.

OGGS's Energy Awareness Programme:

- a. To maintain a high level of energy awareness amongst its personnel and make energy awareness part of the daily routine.
- b. To monitor and publish energy consumption and reduction targets amongst its employees.
- c. Place energy related articles in company news bulletins
- d. Provide energy awareness training to employees and persons responsible for maintaining energy consuming equipment.
- e. Develop a culture of energy conservation.
- f. Publish chart depicting progress toward meeting the Energy Reduction Goals.
- g. Encourage the professional development of energy managers, designers and other key personnel.

#### Part 2 – Funding

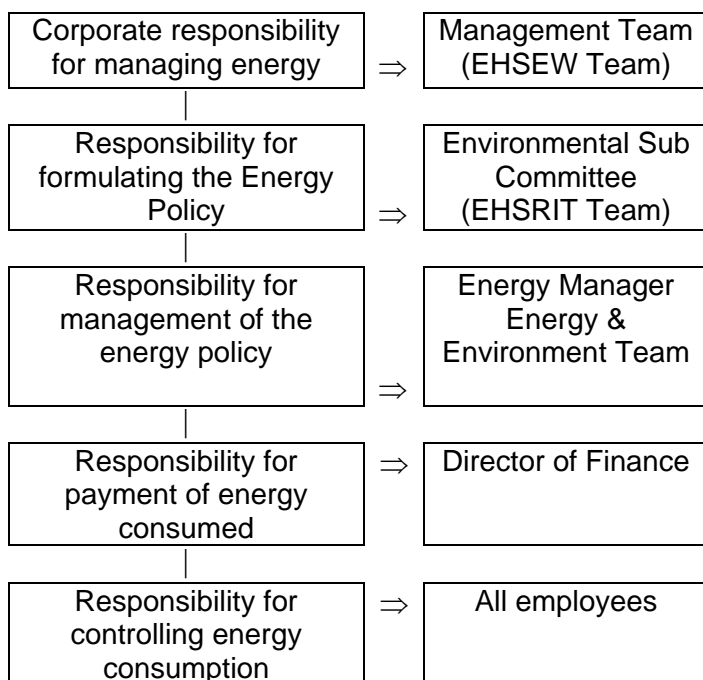
The objective of the Energy Programme is to be self funding after the first full operational year.

- a. All project identified with a payback of less than 12 months shall be considered for funding immediately.
- b. All project identified with a payback of less than 2 years shall be considered for funding within the next financial year.
- c. The Energy Manager Team shall fully investigate all possible grants, and allowances to support funding requests.
- d. The Energy Manager shall submit annually a list of Energy Projects for considerations by the Board. The funding list shall include a full description of the work, cost estimates for full completion, and full Life Cycle Costing analysis.
- e. The Energy Manager shall submit annually a list of all training requirement including costs of training, travel and accommodation where applicable.

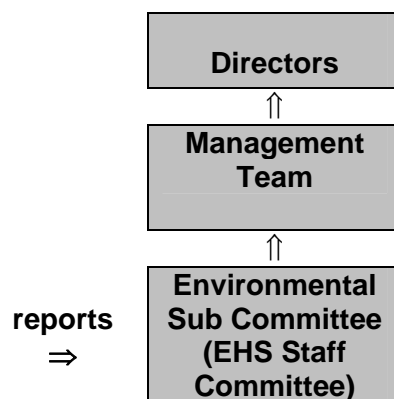
## Appendix 2

### Part 3 – Management responsibilities and structure

#### Management Responsibilities



#### Reporting Structure



### Part 4 – Energy Committee

The Energy Committee shall provides leadership and acts as the primary organisational structure for the implementation of Energy Policy. The Energy Committee meets quarterly to discuss energy/water management policies and directives.

The Energy Board is chaired by the Energy Manager, and includes Energy Coordinators and key management personnel from all Departments.

### Part 5 – Energy Committee Membership

- a. Energy Manager – Philip Ackers
- b. Energy Coordinator- Kate Bond
- c. Energy Coordinator- Lisa Haws
- d. Environmental Manager – David Smith
- e. Maintenance Manager – Ken Williams

### Part 6 – Reporting and Review Procedure

1. Energy Reporting: The procedures for reporting energy performance are as follows:
  - a. Energy performance and activities to improve performance will be reported to the Energy Committee four times per year.

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- b. Energy performance will be reviewed annually and documented in a year-end report.
  - c. The reporting of energy performance will be the responsibility of the Energy Manger.
2. Energy Policy Review: The procedures for reviewing the energy policy will be as follows:
  - a. The Energy Policy, including the corporate commitment, will be reviewed every five years
  - b. Short-term targets and supporting action plans will be reviewed on an annual basis.
  - c. Any subsequent changes to the Energy Policy will require the endorsement of the Energy Committee.

Where specific targets are identified, results shall be assessed against variables such as weather conditions, changes to building stock, and building users.

### Part 7 – Operational Parameters

#### 1. Administration Areas & Conference Rooms

:

- a. Cooling - Spaces requiring comfort cooling shall be maintained at temperatures no lower than 18°C. During unoccupied hours, temperature controls shall be set no lower than 27°C and cooling system shall be turned off wherever possible.
- b. Heating - Spaces requiring comfort heating shall be maintained at temperatures no higher than 22°C. During unoccupied hours, temperature controls shall be set no higher than 15.5°C and heating systems shall be turned off wherever possible.

#### 2. Computer & Server Rooms:

- a. Computer and networking equipment is designed to operate within a fairly narrow temperature range. To ensure reliable operation and the longest possible life from components you need to ensure that the temperature stays within that band.
- b. General recommendations suggest that you should not go below 10°C (50°F) or above 28°C (82°F). Although this seems a wide range these are the extremes and it is far more common to keep the ambient temperature around 20-21°C (68-71°F).

#### 3. Domestic Hot Water Temperatures.

- a. For all general washrooms the temperature shall not exceed 45°C at the point of use.

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- b. For cafeterias, supplied hot water temperature settings shall not exceed 60°C. Dishwashing and laundry machines must incorporate booster heaters to raise hot water above the 60°C set point where required.
- c. Best practice dictates that hot water is generated and stored at temperatures of no less than 60 deg's. This is primarily to prevent the proliferation of micro-organisms within the Domestic Hot Water system, but it also allows the use of more compact storage cylinders, which can help reduce energy costs. However, hot water temperatures that kill bacteria such as legionella will cause scalding.
- d. Scalding occurs well below the boiling point of water. Temperatures above 45deg.C can cause serious injury very quickly. With water at 70 dig's, partial thickness injuries occur in well under 1 second, and full thickness burns in approximately 10 seconds. At 60 dig's, similar injuries occur in approximately 7 seconds (partial), and 90 seconds (full thickness).

### 4. Interior Lighting.

- a. Administrative Areas:
  - b. The design criteria of interior lighting level throughout facilities shall be incorporated with the minimum wattage necessary to current planning and design criteria requirements.
  - c. Day lighting systems/technologies shall be utilised for illumination of areas without natural lighting to the maximum extent possible.
  - d. High-efficiency lighting systems shall be used to the maximum extent possible and the use of incandescent lighting shall be minimized.
  - e. All exit sign replacements and new installations shall be of an energy-efficient design.

### 5. Other Areas:

- a. Lighting levels shall be set to minimise energy consumption and improved switching shall be installed to allow for localised illumination of smaller work areas.
- b. Occupancy sensors, dimming controls, photocells, timers or other devices shall be installed (where the technology is applicable) in administrative spaces, all heads, closets and other storage spaces, and wherever else appropriate to ensure that lights are not left on when spaces are not in use.

### 6. Exterior lighting:

- a. All exterior lighting shall be controlled by photocells or other technologies, which secure lights during daylight hours.

The maximum practical use shall be made of high-efficiency equipment such as high-pressure sodium lamps.

### 7. Weatherisation.

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- a. All buildings shall be weatherised; as appropriate and cost effective for facility type, use and location - with double-glazed windows, insulated doors, insulation U-values which meet current industry standards, etc., used in all environmentally controlled spaces.

All buildings shall be inspected biannually for proper caulking/insulation around windows and doors and repairs of discrepancies found shall be scheduled immediately.

### Part 8 – Procurement Policy

#### 1. Office Equipment:

Office Equipment including printers and photocopiers: All purchased equipment, is appropriate for achieving the aim of minimising paper consumption. The Energy Committee will provide guidance when necessary.

- a. All electric motor replacements shall be of new, energy-efficient design. European design standard EFF1.
- b. All purchased office equipment shall meet Energy Star<sup>1</sup> requirements and the current local code for energy efficiency.

*Note<sup>1</sup>: At present there is no agreed standard in either the UK or the EU. However many items of computer equipment carry the US Energy Star label. ENERGY STAR<sup>®</sup> is a voluntary partnership between the U.S. Department of Energy, the U.S. Environmental Protection Agency, product manufacturers and others and the EU is working closely with them to ensure compatible standards.*

#### 2. Food and Beverage:

This varies according to supplier and produce supplied (see CSR summary in Appendix 4)

### Part 9 – Water Conservation Programme

All Activities shall institute and maintain programmes to identify and eliminate, to the maximum extent possible, all water waste. The Water Management programme shall be utilised to identify leaking fixtures and pipes, as well as wasteful operational procedures, and these shall be reported to the appropriate organizational groups for immediate corrective action.

#### Plumbing Fixtures:

- a. All new installations and or replacements of restroom facilities shall meet the Water Supply (Water Fittings) Regulation 1999; utilise water-conserving fixtures for showers, faucets, urinals and commodes.

### Part 10 – Utility Metering Programme

- a. Develop and implement a Utility Metering and Bill Verification Programme; to provide accurate load profiles, consumption and billing data, and utility

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metrics. All meters installed shall be of a design that provides mass flow calculation and remote interrogation capabilities.

- b. All new building construction, retrofit, or refurbishments shall include the installation of electrical/water/natural Gas meters as appropriate at the buildings point of entry for utilities.
- c. Operating Cost Monitoring: the different energy consumption patterns of each type of system and occupancy combination are revealed to provide ongoing data from each facility.
- d. Utility Monitoring: System measurement to provide real time capability to verify the readings provided by local utility providers and identifies discrepancies. Provide demand saving opportunities.
- e. Targeted Maintenance: Monitoring to reduce costs through early detection of inefficient equipment and failures.
- f. Accurate billing for reimbursable customers.
- g. Energy Procurement: Historical utility consumption information to predict future utility requirements for negotiating favourable utility rates in the deregulated market.

### Part 11 - Transportation.

The transport sector is increasingly coming under scrutiny with regard to its environmental impacts. Road transport accounts for 22% of the UK's CO<sub>2</sub> emissions, and we are committed to reducing the impact of travel on the environment and we are promoting policies to;

- a. Reduce the fossil carbon content of our transport fuel, by selection of fuel efficient vehicles.
- b. All company vehicles shall have a Fuel Economy Rating for Band D (CO<sub>2</sub> Emission of 151 to 165 g/km) or better. Emission rating for cars can be obtained from; [www.VCAcarfueldata.org.uk](http://www.VCAcarfueldata.org.uk)
- c. Promote energy efficient driving to increase the efficiency of company vehicle.
- d. Encourage the move towards more environmentally forms of transport
- e. Minimise travel to meetings using well coordinated arrangement and where possible e-mail; tele-conferencing; and computer conferencing.
- f. Travel by public transport where it is convenient, safe and time efficient to do so.
- g. Use of work practices such as "1 day in every 10" where appropriate. (1 in every 10 is a scheme where employees work 1 day at home every 10 working days to reduce their carbon footprint through reduced commuting travel).

## Appendix 2

### Annex 1 – Facts about Energy

#### 1. ELECTRICITY

##### a. Lighting

Lighting is a major cost at ICE; modern lighting technology includes developments in:

- ✓ Low energy lights – less power, more light
- ✓ Luminaire design – directing the light where it is needed
- ✓ Lighting controls – light areas only as needed and as much as needed

However the best form of lighting control is for people to use lights only when they're actually required. If everyone at ICE turned off one fluorescent light for one hour every working day we could save over 24,000 kWh or £1920 per year.

$((48 \times 5 \text{ days}) \times 1000 \text{ people} \times 0.1 \text{ kw} = 24000 \text{ kWh} \times \text{£}0.08 \text{ p/kWh} = \text{£}1920)$

##### What you can do:

- ✓ Switch off lights that are not needed
- ✓ Make maximum use of daylight
- ✓ Don't leave lights on in unoccupied areas
- ✓ Reduce decorative lighting where possible
- ✓ Ensure that someone has responsibility for switching off lights after hours
- ✓ Don't switch on all lights when only a few are needed
- ✓ Fit labels on switches so people know which switches operate particular lights
- ✓ Use local desk lights if few people are in the building
- ✓ Report faulty lighting promptly – a flickering tube uses more electricity and is a contributing factor to 'sick building syndrome'.

If you think that controls could be fitted in your work area, or they are present but not working – report it.

**DON'T COMPROMISE HEALTH AND SAFETY STANDARDS WHEN TRYING TO REDUCE LIGHTING LEVELS.**

##### b. Lighting Facts

- ✓ It is a myth that leaving fluorescent lights on uses less energy than turning them on and off. Always switch lights off where possible.
- ✓ Lighting an empty office overnight wastes enough energy to heat water for 1,000 cups of coffee
- ✓ Improvements in office lighting practices can reduce annual lighting costs from £3 per square metre to £1 per square metre

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- ✓ Switching from T12 38mm to T8 26mm diameter fluorescent tubes uses 8% less energy for the same light output

### c. Computers and Office Equipment

Although each piece of equipment (e.g. PCs and photocopiers) may use only a small amount of energy it all adds up. The energy used is largely given off as heat and this can make the working environment uncomfortable.

Whilst it may not be feasible to switch off your computer when you're not using it there is generally no reason not to turn the screen off. Screen savers may save the screen but they do nothing about saving energy and the VDU consumes approximately two thirds of the power of a PC. Even in standby mode the computer uses electricity so turn it off.

### d. Facts about Office Equipment

- ✓ A PC left running 24 hours per day would use £59 worth of electricity over a 12 month period and result in emissions of 716Kg of carbon dioxide a year
- ✓ Just leaving on a computer monitor overnight wastes enough energy to laser print 800 A4 pages
- ✓ Two thirds of the energy used by a PC/VDU is used by the VDU. Screen savers may save screens but not energy
- ✓ New PCs have energy saving intelligent software which enables the computer to power-down after a preset time of user inactivity. At the touch of a key the image is restored, however the software must be activated and in many cases it hasn't been.
- ✓ Up to 70% of computers and related equipment are left on all the time. Equipment energy costs can be reduced by 20% just by turning off when not in use
- ✓ A typical vending machine will use over £400 of electricity per year if left on 24 hours per day. If switched off overnight and at weekends energy would be saved and CO<sub>2</sub> emissions reduced by 1 tonne/year
- ✓ A boiling water unit for hot drinks uses a third of the energy of kettles and urns.

#### What you can do:

- ✓ Turn off PCs, terminals, printers and photocopiers at night and weekends
- ✓ If practical save your data and switch off your PC during lunchtime
- ✓ If you're not going to use your computer for a while turn off the VDU, screen savers may save the screen but they don't save energy
- ✓ Do not switch on computers, printers and photocopiers until they are needed
- ✓ Switch off all terminals, stand alone processors, photocopiers and printers at the end of the working day. Don't leave any electrical equipment running overnight or at the weekends unless there is a special reason for doing so

## Appendix 2

### e. Other Electrical Equipment

- ✓ Only switch on when required and switch off when not in use.
- ✓ Avoid using 'stand by' mode for TVs and videos. A colour TV on 'stand by' uses 24% of energy when it is fully on.
- ✓ When purchasing or leasing electrical equipment check energy efficiency. Specify energy efficient equipment.
- ✓ Decide who will be responsible for switching off equipment (e.g. photocopiers) at the end of the working day.
- ✓ Consider switching off cold drink machines or fitting a timer.
- ✓ Consider replacing kettles and urns with a hot water boiling unit and fit a timer to cut standby losses.
- ✓ Ensure laboratory equipment is not left running unnecessarily (e.g. fume cupboard fans).
- ✓ Close fume cupboard sashes to minimize air flow and reduce fan power.

## 2. HEATING AND COOLING

### a. At Work

In many areas there are sophisticated controls maintaining conditions at the required comfort levels. ICE has a continuing programme to upgrade plant and controls where possible.

There are several ways in which everyone can ensure that heating energy is not being wasted.

- ✓ Report occupancy patterns. Heating (or cooling) empty buildings or unoccupied areas is a waste of energy.
- ✓ If temperatures are too high turn the heating down rather than open windows. (A 1°C reduction in room temperature can save 8% in fuel bills).
- ✓ Close doors and windows when the heating is on.
- ✓ Report doors and windows that do not seal correctly when closed.
- ✓ Dress appropriately for the season.
- ✓ Do not use portable electric heaters - report your heating problems.

Air conditioned buildings use about twice as much energy as naturally ventilated ones. Even small 'comfort cooling' systems are expensive to run.

- ✓ Ensure that cooling is not running at the same time as the heating!
- ✓ Don't over-cool an area.
- ✓ Keep doors and windows closed in air conditioned areas.
- ✓ Don't cool for 24 hours a day when occupancy times are less.
- ✓ Switch off equipment and lighting where possible to reduce heat gains.

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- ✓ Consider installing a run back timer which switches off a split cooling system after a preset time to prevent it running continuously.

### 3. WATER

#### a. At Work

Unlike many homes, water used at the ICE building is metered and so every cubic metre is charged. We also have to pay a sewerage charge so waste water costs twice over. If hot water is wasted there is still more loss as energy in the form of heat is thrown away too.

A tap dripping at the rate of one drop per second would waste:

- ✓ 4.1 litres a day (sufficient for 12 mugs of coffee)
- ✓ 1544 litres a year (equivalent to the average personal supply for 11 days)

Water is a precious resource - we can't afford to waste it.

What you can do:

- ✓ Report dripping taps
- ✓ Report any leaks or suspected leaks
- ✓ Make sure taps, hoses or cooling systems are turned off after use
- ✓ Don't use more water than you need
- ✓ If the water is too hot, report it
- ✓ Always use re-circulating cooling systems in laboratories.
- ✓ Avoid using water vacuum pumps unnecessarily - they use large quantities of water
- ✓ Do not use distilled water when it is not required - it is expensive to produce
- ✓ Reduce the water supply to water-cooled equipment to the minimum required to achieve adequate cooling
- ✓ Avoid using hoses for floor washing unless absolutely necessary - a hose discharges a large volume of water
- ✓ Do not wash utensils or vegetables under running taps - leave utensils to soak, and minimise water use for vegetable washing
- ✓ Ensure all showers have timer controls so they cannot be left running
- ✓ [The Environment Agency](#) offers water saving advice

Low cost water saving devices are available to cut water consumption in wash rooms, contact the Energy Conservation Section for more details:

- ✓ Battery operated automatic urinal flush controls cost about £200 and the payback is about 9 months

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- ✓ Devices to reduce the flush volume from WC cisterns are available in the form of dams (payback 8 months) or water displacement devices (“Hippos” or “Hogs” free from Thames Water 0845 9200 800)
- ✓ Push taps with a timed on period to regulate flow. (Payback 1 year)
- ✓ In-line restrictors to reduce the maximum water flow. (Payback 8 months)

## Appendix 3

### Title: **One Great George Street Environment Policy**

Policy Code

Date of Issue:

Page 1 of 1

Author: Phil Ackers

Job Title: Building Services Manager

Authorised By: Gary Payne

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1. One Great George Street (OGGS) is an award-winning central London conference and wedding venue, situated in close proximity to many of the capital's major sights. Offering first class facilities and standards of service, this magnificent four-domed Edwardian building is perfect for wedding receptions, conferences, meetings, gala dinners and drinks receptions alike. OGGS has undertaken to review, monitor and take all steps to improve its environmental performance.
2. One Great George Street (OGGS) will therefore:
  - (i) Keep up to date and comply with all relevant environmental legislative requirements and codes of practice e.g. the EU Energy Performance of Buildings Directive;
  - (ii) Monitor and keep up to date with customers' environmental requirements;
  - (iii) Set quantifiable objectives and targets to demonstrate continual improvement in environmental performance and publish an annual environmental performance report;
  - (iv) Monitor and review these objectives and targets on an annual basis;
  - (v) Communicate the environmental policy to all staff and make it available to the public and other interested parties;
  - (vi) Ensure that OGGS commitment to the protection of the environment is transmitted to suppliers/distributors etc used by the group;
  - (vii) Identify staff responsible for day to day co-ordination of environmental management;
  - (viii) Make the Environmental Policy the responsibility of the Managing Director reporting to the OGGS Board;
  - (ix) Throughout OGGS operations, the company shall, where appropriate, seek to:
    - Reduce the volume of waste being sent for disposal to landfill;
    - Increase the reuse and recycling of materials;
    - Reduce energy and water use;
    - Reduce the impact of travel by staff (on OGGS Business) by encouraging:
      - Promoting the use of lower impact modes of transport;
      - Promoting the use of telephone and video conferencing;
      - Planning itineraries to combine meetings and other visits;
      - Flexible working.
    - Reduce the use of products which are harmful to the environment and/or which consume high levels of natural resources.
3. The Environment Policy covers One Great George Street's London premises and operations.

Signed:

Date:

## Appendix 4

### Corporate Social Responsibility Survey 2008

#### Overview:

One Great George Street chose its fourteen top suppliers, with the exception of agencies, to receive a CSR questionnaire. With the exception of three, these all supplied food to the venue.

100% of responses were returned. All of respondents indicated they had the development of CSR policies "on their agenda" (45%) or were "wholly committed" (55%) to developing strategies.

#### Product Sourcing:

Where applicable, most saw product sourcing as an important factor.

Although the majority of suppliers commented that organic products represented only 1-10% of their total products, 2 suppliers offered between 51 and 75% of their total products as organic.

Locally sourced products also gave a wide range of results:

0-10% of total products	- 28.6%
11-25%	- 28.6%
51-75%	- 28.6%
75+%	- 14.3%

The respondents providing a "not applicable" response were wine merchants/laundry suppliers.

**Entremettier** make regular visits to local farms to establish supply and work with regional food groups and farmers to encourage locally sourced goods.

**Costa** established the Costa Foundation in 2007 where a percentage of profits are invested into coffee growing communities - with an emphasis on education.

**Fish for Kings** ensure they use sustainable fish that meets Government requirements. They source wild fish rather than farmed fish with the exception of salmon in some cases and try to source fish from local fishermen.

**KFF** are continually working with and indeed encouraging suppliers to develop more organic and fairtrade products. Furthermore we use local suppliers wherever possible.

#### Fairtrade:

Where applicable, three quarters of our suppliers commented that they were either "wholly committed" to the provision of Fairtrade products or that it was "on their agenda".

**Costa** currently offers Fairtrade espresso and filter coffee. From September 2008, a third of Costa's Mocha Italia espresso blend will be Rainforest Alliance certified.

**Daily Bread** requests all suppliers to supply them with a copy of their ethical trading policy.

## Appendix 4

### Packaging:

All suppliers commented that the issue of packaging was “on their agenda” and 77.8% were developing policies.

In the last year **Costa** has made some positive changes to the composition of its takeaway paper cup. The cup will use 10% less paper in the inner lining of the cup whilst maintaining the performance of the cup. All the paper used in the cups is from sustainable sources.

**West Horsley Dairy** has been accredited with BRC Global standard higher level by CMI.

With reference to packaging, **Entremettier** has the following accreditation - SFP 2008 legal compliance and FSA 5 star rating in partnership with Wandsworth borough council. They are also working towards the BRC.

**Daily Bread's** sandwich wedge packaging is 100% recyclable. On receipt of products from their suppliers all cardboard outer boxes are separated and sent for recycling externally.

Both **KFF** and **O W Loeb** are members of the Valpak packaging waste recovery programme.

**Cheese Cellar** has a Certificate of compliance European Union Directive on Packaging and Packaging Waste 94/62/EC.

### Environment:

Many suppliers see taking a responsible attitude towards protecting the environment as extremely important.

**Costa** has a strong policy with reference to the environment. Examples include monitoring energy consumption in order to identify and remedy high consumption, introduction of low energy lighting, monitoring water consumption in order to identify and remedy high consumption and leaks. They are an Energy Efficient Accredited Company.

**Aubrey Allen** has recently appointed their own Environmental, Health and Safety Officer.

**Montmartre Patisserie Ltd** has been accredited with BRC Global standard higher level, which includes quarterly audits by an external consultant.

**Daily Bread** was certified as Carbon Neutral in October 2007.

**KFF** are working with The Carbon Trust and Envirowise on identified initiatives.

## Appendix 4

### Recycling:

Once again the respondents were strongly committed to this aspect of CSR with all but one supplier having recycling on the agenda or with total commitment to improving this area. All have a mix of internal and external recycling.

**Costa** are in the process of looking for a national recycling solution that can overcome issues such as lack of storage space. Stores that are lacking in storage space struggle to bulk up the volume sufficiently to make collections viable. Sites that do have sufficient storage space have already made arrangements at a local level to recycle.

At **Town & Country Fine Foods**, all waste is segregated in-house into recyclable material and landfill waste. Recycled waste is used in-house where possible. Excess recyclable waste is sent for external use.

In 2006, **KFF** recycled over 40 tonnes of cardboard.

**Fresh Olive** re-uses all pallets until broken. They recycle broken pallets and are looking at a barrel washing machine to recycle all olive barrels.

### Waste Management:

The majority of respondents who answered the questions relating to waste management were wholly committed to improving their management.

**Costa** are improving compliance to the national contract for general waste within the Whitbread estate. This improves the quantity and quality of data collected for an annual environment report. Sites have reduced the volume of waste going to landfill, through initiatives such as recycling.

**Berry Brothers** have established a Valpak compliance scheme (also applies to "environment" and "recycling").

**Cheese Cellar** has a Certificate of registration under the control of pollution (amendment) act 1989 - Environment Agency. Also they have a skip (emptied at least once a week) for general waste and another big bin just for cheese!

**KFF** are currently talking with Fareshare, a charity which distributes surplus food to homeless shelters and other such organisations. They are also talking with Envirogroup, who collect waste vegetable oil from Caterers and recycle it to manufacture bio-diesel, with a view to introducing them to customers.

## Appendix 4

### Transport:

Many companies are actively reviewing their transport policies. This is likely to be as a result of environmental issues as well as recent increases in fuel costs. The larger suppliers are introducing tighter controls over their vehicle movements and reviewing routes and delivery frequencies. Furthermore, the majority of companies operate vehicles that are fuelled with diesel.

Whitbread Food Logistics (WFL) is responsible for the distribution of **Costa** products. It operates a fleet of circa. 75 vehicles out of the main depot in Reading and a number of out-bases located around the UK. The fuel used by the delivery fleet is low sulphur diesel, which helps to keep exhaust emissions to a minimum. All vehicles have speed limiters, restricting their speed to 56 mph, which is the most fuel-efficient speed to drive at and helps to keep the fleet's fuel consumption to a minimum. The fleet is currently at Euro 4 standard, which dictates the levels of each type of exhaust emission that must be achieved. The Euro 4 standard only came into force in 2006, yet the fleet had already started to change over to Euro 4 standard in 2004/05. The next standard will be Euro 5, due to be implemented in 2009. Euro 5 will be more stringent than Euro 4 standard and will further restrict exhaust emissions. The vehicle fleet no longer uses CFC or HCFC refrigerants, which are harmful to the ozone layer and contribute to global warming, using as an alternative HFC refrigerants, which are less harmful to the environment. The vehicle fridges are run on diesel fuel. City settings have been introduced on the vehicle fridges, meaning that the engines running the fridge compressors run more slowly. The main benefit of this is that the fridges are quieter, which is more considerate to our neighbours when making early morning deliveries in city areas. However, a further benefit of these settings is that they are more fuel-efficient. Backhauling continues to be a successful venture for WFL. Instead of vehicles returning to the depot empty, they collect from suppliers en route. Backhaul has many advantages for the supply chain – improving stock availability, saving on supplier's haulage costs, reducing the number of vehicles on the road and consequent greenhouse gas emissions.

All of **West Horsley Dairies'** diesel vehicles have a fuel reduction kit fitted and they monitor the vehicle mileage via tracker. Drivers have received external SAFED fuel efficient driver training which is reducing fuel bills by as much as 10%. They are also investigating Electric vehicles for local deliveries & LPG for London.

**Berry Brothers** are considering changing vehicles to alternative fuel sources for distribution.

**Fish for Kings** have recently purchased LPG powered vehicles.

## Appendix 5

<b>Type of waste (OGGS ONLY)</b>	<b>Container</b>	<b>Size</b>	<b>Collections per week/year</b>	<b>Total per week/year</b>	<b>Collected by</b>	<b>Destination</b>	<b>End Use</b>
<b>Commercial Waste</b> <i>includes:</i> Kitchen waste Food Wood Packaging	BIN	1100 Litre X 3	6 (Week)	19800 Litres (Week)	WCC	SELCHP *	Incinerated to produce electricity
<b>Cardboard</b> <i>includes:</i> Paper Cardboard Boxes Newspapers Brochures Flyers Leaflets	BIN	1100 Litre X 3	5 (Week)	16500 Litres (Week)	WCC	Paper Mill	Pulped, and sold to paper mill for recycled paper
<b>Glass</b> <i>includes</i> All glass products All bottles	BIN	240 Litre X 5	5 (Week)	6000 Litres (Week)	WCC	SELCHP *	Crushed and added to tarmac
<b>Oil</b> Waste Cooking Oil	Drums	20 Litre X 10	10 ( Year)	2000 Litres ( Year)	WJ Curly	Bio Fuel Plant	Filtered and turned into biodiesel
<b>Confidential Waste</b> <i>includes:</i> Paper Files	BIN	240 Litre X 10	10 ( Year)	24000 Litres ( Year)	Lombard	Paper Mill	Pulped for re-cycled paper
<b>Plastics</b>	BIN	1100 Litre	As required	N/A	London Recycling	SELCHP *	Melted and used again
<b>Tin Cans</b>	BIN	240 Litre	As required	N/A	London Recycling	SELCHP *	Melted and used again

## Appendix 5

\* SELCHP is South East London Combined Heating & Power