



# TALKINGTON BATES *established 1997*

## TALKINGTON BATES SUSTAINABILITY & CSR REPORT 2018/2019



ENVIRONMENT



FOOD



COMMUNITY



## TALKINGTON BATES SUSTAINABILITY & CSR REPORT 2018/19

From our Joint Managing Directors

Welcome to our Sustainability and Corporate Social Responsibility Report for 2018/19. It's been quite a year for us, from removing single use plastic water bottles from most of our sites to investing in our employee's wellbeing. Our CSR commitments are put into action every day, from engaging with our clients to reduce their environmental footprint, working with our supply chain and reducing food waste in our sites.

Sustainability underpins everything we do, ensuring we buy British fresh, seasonal produce (when available); delivering our Workplace Vitality programme; increasing our positive social impact and finding innovative ways to ensure environmental protection.

At Talkington Bates, we stay ahead of the curve with environmental management and hold certification to ISO 14001:2015 (Environmental Management System). We are committed to working alongside our clients to find the best sustainable solutions for each business.

We have published this report to share with you our journey and the plans and targets we have to achieve further success.

*Janice and Paul*

## HIGHLIGHTS



49%

reduction in company vehicle CO<sub>2</sub> emissions



59%

female to 41% male employees



4 years

Average length of service



100%

employees provided with training



Certified

Retained ISO 14001 and ISO 9001 certification



92%

of employees paid higher than minimum wage



Recognised

Shortlisted for the Cost Sector Catering Awards



Nature protector

Removed single use plastic water bottles from our sites



100%

of coffee served is either Fairtrade, Rainforest Alliance or Organic certified



# FOOD

*“Talkington Bates is committed to sourcing free range shell eggs from free range happy hens”*

## SUSTAINABLE AND RESPONSIBLE SOURCING

We are passionate about where our food comes from and committed to sourcing safe, seasonal and sustainable produce, promoting British produce whenever possible. As a fresh food company, we believe food quality and its integrity are vitally important. We only deal with reputable suppliers who can provide the flexible service that we require. After all, exceptional food starts with top quality ingredients. We believe that we need to know that the products we are sourcing are not only of the best quality, but also has a minimal negative impact on the environment.

To ensure that our supply chain can provide full traceability, we have engaged with Partners In Purchasing who perform due diligence and supplier monitoring on our behalf. This provides us with confidence that the produce we source is both traceable and our suppliers are audited to fulfil their commitment to ethical sourcing.

## LOCAL AND SEASONAL

At Talkington Bates, we believe in supporting British farmers and buying seasonal produce. Not only does this reduce food miles, but also delivers the best quality ingredients. Whilst we cannot use British produce year-round, any produce purchased from outside the UK is carefully chosen to ensure it meets our criteria of quality and sustainability.

Each year, we celebrate British Food Fortnight and promote the great produce we are able to source locally.

## SUSTAINABLY SOURCED FISH

We do not order or cook with fish listed on the IUCN Red List and we consider a number of issues within the fishing industry: environmentally friendly fishing methods, responsible fish farming and provenance. Our chefs order seafood in line with the guidance provided through the Marine Conservation Society’s (MCS) Good Fish Guide, and fish on the MCS “fish to avoid” list does not make it onto our menus.

## ETHICALLY REARED MEAT

We only serve RSPCA assured pork and Red Tractor assured chicken and beef. This provides our customers with the confidence that the meat we serve is fully traceable back to the independently inspected farms in the UK.

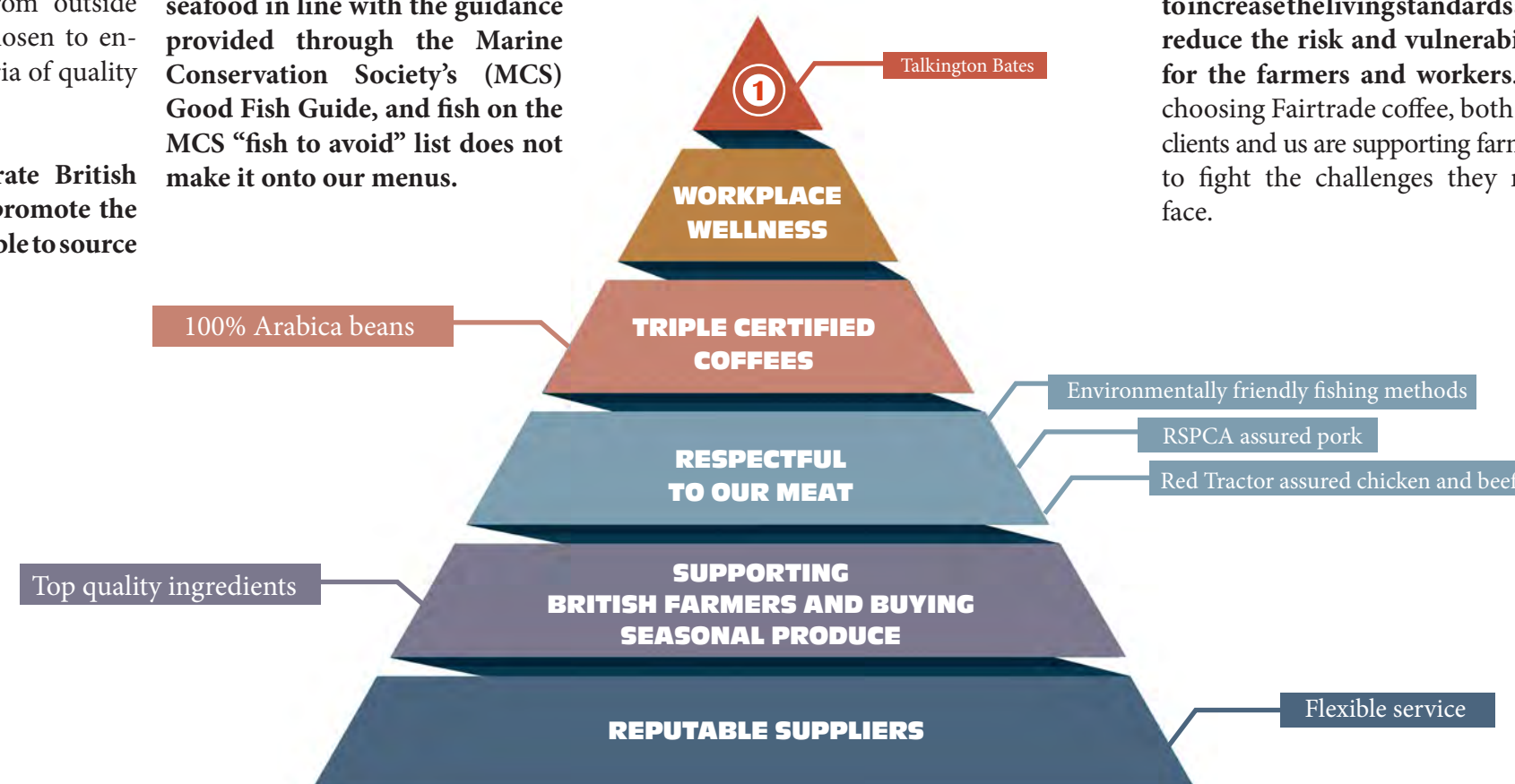
## SUSTAINABLE COFFEE

We source triple certified coffees to suit all our client requirements, whilst supporting communities in the developing world. Our Fairtrade coffee is made from 100% Arabica beans which are roasted in Yorkshire and Dublin. Fairtrade has shown to increase the living standards and reduce the risk and vulnerability for the farmers and workers. By choosing Fairtrade coffee, both our clients and us are supporting farmers to fight the challenges they may face.

## WORKPLACE VITALITY

We believe that workplace wellness is no longer just a tick box, it is a fundamental. Workplace Vitality is our focus on health, not weight. Our in-house nutritionist Mary Lynch works with our company chefs to develop a concept-based on the core principles of a healthy diet. Rather than focusing primarily on singular superfood buzzwords and fads, we have created a programme that can stand the test of time. Each of the recipes developed consider micro and macronutrient content with a focus on giving our customers the energy and focus they need in their demanding lifestyles.

We also hold workshops with our customers to teach the basics about nutrition and wellbeing in an interactive and fun 1 hour session. Research has shown that this workshop is effective at significantly improving employee’s diets and their productivity in the workplace.



# ENVIRONMENT

*“We must join forces to do all we can to cut the use of plastic from the catering environment”*

Climate change and depletion of natural resources are a reality and a threat to the world in which we live. Talkington Bates is proud to be an ISO 14001:2015 certified company. We are committed to protecting the environment for future generations and operate our business in a way that respects the environment.

## REDUCE, REUSE, RECYCLE

**We are committed to reducing our waste at source** and promote the use of china plates and cups at all our sites reducing the use of disposables. **Where takeaway items are required, we offer all our clients fully compostable disposables from Vegware.**

Vegware is made from plants, not plastic and is completely compostable with food waste.

## REMOVING SINGLE USE PLASTIC WATER BOTTLES

**In January 2018, we banned single use plastic water bottles from all of our client sites** and were all very humbled to receive a letter of congratulations from Sir David Attenborough for our environmental achievements.

At Talkington Bates, we believe that the idea that plastic bottles could outweigh fish in our oceans by 2050 is absolutely shocking and, as an industry.

## REDUCING VEHICLE EMISSIONS

We work hard to reduce our environmental impact and another area we have had great success is with our fleet vehicles. **In 2018, we reduced our fleet CO<sub>2</sub> emissions by 49%!**

**We additionally have worked alongside one of our clients in reducing road traffic in central London.** All deliveries, barring those that require refrigeration or freezer are delivered to a consolidation centre and then transported to our client site in 100% electric vans. Not only does this reduce CO<sub>2</sub> emissions, but also improves air quality.

## CONVERTING WASTE OIL INTO BIO-DIESEL

**All waste oil is collected from our sites and transferred in bulk to a recycling facility in Liverpool.** It is heated, cleaned and filtered, ready to be converted into a fuel that gives more than 86% Greenhouse carbon saving compared to regular fossil diesel.

## OUR OFFICE IN ENSLOW

Our environmental initiatives are not only for the sites we operate, but also extend to our office in Enslow.

Our printers default to greyscale double sided printing, **we only use FSC approved printer paper** and all waste is segregated at source. Some of our team cycle to work (weather dependant), especially when training for charity cycle rides.

## RECYCLING COFFEE GROUNDS

**Used coffee grounds are great for the garden.** The benefit of using coffee grounds as a fertiliser is that it adds organic material to the soil, which improves drainage, water retention and aeration in the soil. The used coffee grounds will also help microorganisms beneficial to plant growth thrive as well as attract earthworms. **Many of our sites bag up the coffee grounds and offer them to our customers to take home for their gardens.**





# COMMUNITY

*“Our company is built on great people and we are proud to hold Investors in People accreditation for over years”*

## THE TALKINGTON BATES FAMILY

Upon starting with the company, all employees are provided with an induction and training in their role. We believe that investing in our people will increase productivity, quality at work and make for a happier team.

All of our full-time employees have access to PerkBox giving them free movie tickets, high street coffees and online fitness and wellbeing classes. Employees are also offered confidential online and telephone support to assist them both in their working life and home lives, by providing access to personal support for health & wellbeing, stress, financial issues, money management, family and relationship matters.

## LEARNING AND DEVELOPMENT

All employees are provided with Health & Safety Food Hygiene Level 2 training. Our managers, head chefs and chef managers are provided with Supervising Food Safety in Catering Level 3. We are also launching apprenticeships in the business in conjunction with HIT and all teams have a Talking Toolbox training course each month.

Every training programme is developed with the employee in mind to assist them in achieving their professional goals. As we understand each individual's training requirements, we are able to build a training plan around them to help them succeed.

## LOCAL AND GLOBAL COMMUNITIES

We are committed to supporting our local and global communities. In 2018, we raised over £3,600 for charity, as well as providing kit for a local youth football club and sponsoring a local rugby team.

### SPRINGBOARD

Three Talkington Bates employees undertook the Team Velo Challenge and cycled from London to Paris in 24 hours over three days. The money raised goes directly to Springboard's Employability Programmes across the UK, which helps over 1,000 people every year.

### MACMILLAN CANCER

Many of our sites support Macmillan Cancer Support Coffee Morning and raised funds to donate to this worthy cause. Coffee mornings are held on our client sites and fresh home baked cakes sold with 100% of the raised monies being donated to Macmillan.

## CENTREPOINT

We also participated in the The Big Broth Soupathon, to raise money for CentrePoint, a charity that supports 16-25 year olds a year to find a safe place to live and helps them into an education or a job, the steps towards living a positive and independent life.

A proportion of the money raised for the soups sold as part of this drive is donated to CentrePoint, along with donations received.

When interviewed by FMJ, Paul Bates said: “Talkington Bates is happy to get behind such a worthwhile campaign, homelessness is a problem which can affect anyone and we're happy to be part of Soupathon and help them reach their target of 30,000 bowls of soup. Soup is an important part of our lunchtime offer and The Big Broth Soupathon is a great opportunity to promote the many benefits of soup. We'll certainly be encouraging our diners to make a donation and 'share a smile' when they buy soup. I'm sure other

contract caterers will get on board and do their bit to help raise money and support the good work which Centrepoint does with 16-25 year olds.”

### SUPPORTING LOCAL YOUTH FOOTBALL AND RUGBY CLUBS

We are committed to supporting the communities in which we operate. We do this by providing local jobs and sourcing from local suppliers, but also through supporting local community initiatives and charitable causes.

In 2018, we supported Eynsham Football Club, a friendly and competitive club for both girls and boys with regular training and matches. We also supported mini kids rugby tournaments and provided kit for Gosford Rugby club based in Kiddlington.

## YASSA SHACK

In conjunction with RSPCA Assured, we delivered a pop-up restaurant at the BBC Countryfile event held at Blenheim Palace in summer. The pork and chicken served were RSPCA Assured, meaning the animal's life has been subject to independent inspection, including space, light, bedding, transport and humane slaughter, set out by the RSPCA welfare standards.





# TARGETS FOR 2019/20

TARGET	WHAT WE HAVE DONE	WHAT WE ARE GOING TO DO
Apprenticeships	We have increased the number of apprenticeships offered across the business with a successful uptake	We will ensure that we increase our apprenticeships by 15% across the business, working in conjunction with our operational team and HIT Training
Higher learning	Our managers have completed the “Managing Conflict” course provided by an external provider along with other Talkington Toolbox training sessions	We are committed to providing 30% of our Head Office Team with higher learning
Supporting charities and local communities	Last year, we raised over £3,600 for charities as well as donating rugby kit and sponsorship to local youth clubs	We have set the target of raising £10,000 for charity whilst still committed to sponsoring local youth clubs
Environmental awareness training	We provide monthly training sessions with all our teams and have specific environmental awareness training at our head office	Launch an environmental awareness training campaign for all our site-based teams with simple, proactive advice on reducing our environmental footprint, whilst also supporting our clients CSR targets
ISO 14001 and ISO 9001 certification	We successfully retained our certification to these Standards earlier in the year	We are committed to ensuring we not only retain certification but also continually improve
Food waste monitoring	A handful of sites continually monitor and weigh their food waste	We will launch a companywide food waste reduction campaign with the aim to reduce food waste by 5% over the forthcoming year
Reducing single use plastic in our sites and at our office	We removed single use plastic water bottles and support the free water refill initiative	We will continue to encourage our clients to move away from single use plastic to reusable china plates and cups with a more sustainable disposable option for those who require one
Staff wellbeing	We have introduced an Employee Assistance Programme through PerkBox for all full-time employees	We will continue to support all our employees with their wellbeing, and provide a safe and healthy workplace
Workplace Vitality	We have launched our Workplace Vitality to support both our staff and customers in choosing a healthy balanced meal while at work	We will continue to place emphasis on our Workplace Vitality programme and will launch pop-ups across our client sites
Reduce company travel	We have made great strides in reducing our CO <sub>2</sub> emissions in our fleet by 49%	We will look at how we can reduce our company travel even further by promoting the use of technology through telephone conferencing and Skype
Donate uniforms to underprivileged communities	We recognise that our previously worn uniforms could be donated to underprivileged communities	We will donate all old uniforms that are in good condition through reGAIN app
Increase the uptake of ethical marques	We already offer RSPCA assured meat, free range eggs and Fairtrade coffee in our sites	We will look to further increase our procurement of ethically sourced produce by a further 10%
Coffee grounds	We currently offer coffee grounds to our customers for our gardens, reducing waste volumes	We will look to engage bio-bean, a company who manufactures a range of bio-fuels from waste coffee grounds with at least two of our client sites





**Talkington Bates Ltd**  
Ingleby Farm  
Ingleby Paddocks  
Enslow, Oxfordshire  
OX5 3ET

T: 01869 350 192  
[sales@talkingtonbates.com](mailto:sales@talkingtonbates.com)

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BATES** *established 1997*