

CORPORATE SOCIAL RESPONSIBILITY REPORT

2021/22



**TALKINGTON
BATES** *established 1997*

FROM OUR JOINT

Directors

Welcome to our Environmental, Social and Governance Report for 2021/22. Environmental, social and governance (ESG) issues matter both professionally and personally to our people, clients, customers, suppliers and the communities we serve.

The past year has brought personal loss, economic hardship and a host of other challenges for many. Throughout the pandemic, Talkington Bates continued to fulfil our most important responsibility: supporting our employees, clients and customers.

In 2019 we set targets to improve not only our environmental performance but also to deliver our sustainability ambitions. 2020 was an unprecedented year and the series of lockdowns has resulted in us not being able to achieve all our targets, particularly around reductions in waste. As we move forward into 2023, we will be fulfilling our ambitions strategy which is detailed in this report.

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, and continue to support our clients, customers and community.

At the beginning of 2023 we had our external certification audit for ISO 9001:2015 (Quality Management Systems) and ISO 14001:2015 (Environmental Management Systems) and we are proud to announce that we retained our certification.

We have also applied for B Corp Accreditation which we hope to gain in 2023.

We have published this report to share with you our journey and the plans and targets we have to achieve further success quick and easy access to your team, you can find out more on page 13.

Paul + Janice



HIGHLIGHTS



EMPLOYEES

66% female to 33% male employees



LENGTH OF SERVICE

Average length of service is 3.3 years



TRAINING

100% employees provided with training



FOOD WASTE

Food waste reduced by 15%



CERTIFIED

Retained ISO 14001 and ISO 9001 certification



WAGES

100% of employees paid higher than minimum wage



FAIRTRADE

100% of coffee served is either Fairtrade, Rainforest Alliance or Organic certified



CHARITIES

Over £10,000 raised for charities



OUR KEY ENVIRONMENTAL, SOCIAL AND GOVERNANCE THEMES

Talkington Bates are independent contract caterers with over 25 years of experience of providing tailored catering and hospitality services to businesses across the UK and manage a range of ESG topics across our business.

We assess and identify new or emerging ESG themes that could impact our business or be impacted by our business on an ongoing basis. The following are the ESG topics we have identified as the most relevant to our business and clients:

ENVIRONMENTAL

- Reducing CO2 emissions through our activities and in our supply chain
- Minimising the environmental impacts of our operations
- Reducing food waste
- Where possible, removing plastic from our sites
- Reducing paper consumption
- Highlighting the provenance of our food

SOCIAL

- Acting in the best interest of our clients
- Supporting our selected charities on a regular basis
- Ensuring our staff are supported whilst at work and have training opportunities
- Investing in our people
- Bringing innovation and Workplace Vitality to our clients

GOVERNANCE

- Promoting diversity, equality and inclusion
- Ensuring a work/life balance for our team
- Promoting a culture of transparency and ethical behaviour
- Advocating the use of technology to ensure food safety legislation is met
- Ensuring the safety and wellbeing of our staff, customers and clients

ENVIRONMENT

At Talkington Bates we are committed to reducing our negative environmental impacts and promoting environmental protection. Our certification to ISO 14001 underpins how we achieve continual improvement through the use of the Plan-Do-Check-Act cycle. We have an established environmental management system and are constantly reviewing, adapting and improving our performance to reduce our environmental impacts.

REDUCING PLASTIC IN OUR SITES

We promote the use of china plates and cups at all of our sites thus reducing the use of disposables. However, we do understand that in some instances, there is the need for disposables, and we offer all of our client's compostable disposables from Vegware. Vegware is made from plants, not plastic and is completely compostable with food waste.

We have also removed all black plastic disposable cutlery for our sites, as these are not readily recyclable. Instead we offer wooden disposable cutlery, the biggest advantage of using wooden cutlery is that it is 100% compostable.

In January 2018, we banned single use plastic water bottles from our client sites and in 2022, 55% of our sites have gone plastic free. We will continue working alongside our clients to further remove plastic from the catering environment.

REDUCING FOOD WASTE

We have launched food caddies across the business where each kitchen workbench has a food waste caddy. This allows our head chefs to not only monitor the food waste created over the course of the day, but also allows for segregation of any food waste. Having our waste segregated at source then permits the food waste to be collected separately for composting, reducing the volume being sent to landfill. This consistent monitoring has resulted in a reduction in food waste of 15%.

In the future, Chef's will go through 'no food waste' innovation training to reduce food waste and incorporate this in their menu planning.

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.

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.

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.

SUSTAINABLY SOURCED FISH

Our fish and seafood supplier, FishCo Fine Foods supports our commitment to serving sustainable seafood and are committed to responsible sourcing of the best available catch from approved fisheries. FishCo promote a wider variety of species and the best way to do this is having a good range of contacts at the source - the fishing boats. They have daily contact with suppliers and fleets to ensure we can serve the highest quality most sustainable seafood.

CONVERTING WASTE OIL INTO BIO-DIESEL

All our waste oil is collected from our sites by Olleco and transferred to a biorefinery facility. It is heated, cleaned and filtered, ready to be converted into a fuel that gives 88% reduction in greenhouse gases.

ETHICALLY REARED MEAT

It is a prerequisite that all our suppliers operate fully documented food safety and quality management systems based on HACCP principles with structured supporting procedures and control systems which are designed to ensure the quality and legal integrity of all products. We guarantee full transparency and traceability of from farm to fork.

We are committed to high animal welfare standards and we regularly review and revise our procurement policies to ensure we continue to source ethically reared meat. At Talkington Bates 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.

We are also committed to sourcing 100% free range shell eggs from free range happy hens.

We also offer meat free Tuesdays at participating sites, reducing site-wide meat consumption by up to 20% and promoting vegetarian & vegan options.

SUSTAINABLE COFFEE

We have a new coffee partner Quarterhorse, a growing family business based in the Midlands. From their premises in Birmingham, they source, grind, blend and supply cafés and coffee shops throughout the UK. Quarterhorse support small growers and co-operatives in Central America. They deliver coffee that is ethically sourced and of the highest quality, prioritising building lasting relationships with farmers and positive development at origin.

Quarterhorse are long term supporters of the Women Coffee Producers programme, an initiative in Guatemala to reduce gender inequality in coffee growing regions. Every cup also supports saving heritage coffee varieties. Forging new frontiers of price transparency, customers have the opportunity to try exciting new coffees while proceeds are donated to the UNICEF Yemen Appeal.

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 micro-organisms 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.

ENVIRONMENTAL POP-UPS

Yuki has hosted 'No food waste pop ups' to show customers and sites how to make the most of foods that would normally have been disposed of. Wasted food is one of the largest contributors to global greenhouse emissions.

In these pop ups Yuki shares;

- How to reuse banana skins to make bark chips so to use as a great fertiliser for plants. Another use for banana skins is to soak in water and also produce a potassium rich fertiliser for plants.
- Orange peels can be turned to a delicious orange cordial with minimal ingredients
- Used lemon skins can be used to make an effective spray cleaner using only 2 ingredients.
- One site mentioned they used lots of pineapples, and the skins were turned into a delicious pineapple fizzy drink called 'Tepache' with only pineapple skins and core, brown sugar cinnamon and water.
- Coffee grounds can be used to make a body scrub and also used as plant fertilizer.

Learning to use everyday ingredients to reduce food waste has been a valuable engagement tool for customers and Talkington Bates team alike to collaborate together to fight food waste.

Customers took away lemon cleaner & coffee body scrub samples, tasted orange cordial and cake samples made with leftover courgette skins. The sites that held a 'no food waste' show had a positive response from clients and customers were able to make a personal change to the world-wide issue of wasting food.



FRUIT AND VEGETABLES

For many years we have worked with Houghtons Covent Gardens to deliver fresh fruit and vegetables to our sites. They have a strong network and are able to ensure our sites receive the freshest produce with minimal transport impact.

REDUCING VEHICLE EMISSIONS

We work hard to reduce our environmental impact and another area we have had great success is better utilisation of online platforms to reduce CO2 emissions from travel.

We additionally have worked alongside our supply chain and sourced local suppliers to our sites, not only reducing emissions associated to travel but also noise, congestion on the roads and supporting smaller local suppliers.

OUR OFFICE IN KIRTLINGTON

We have moved into new offices in Kirtlington and as part of the relocation we retired the old TB server and have transitioned to a Cloud based system. This has resulted in reams of paper being saved as well as energy savings. We launched a new electronic invoicing system which allows suppliers to send through their invoices electronically, again saving paper and reducing waste.

REDUCING PAPER IN OUR SITES

As part of our strives to reduce our paper consumption, we have removed table talkers and promotional posters from most of our sites and instead have invested in TV screens across our sites and intranet pages where customers can view menus, upcoming theme days and find out more about their on-site restaurant.

SOCIAL

THE TALKINGTON BATES FAMILY

Paul and Janice have always believed in giving their employees the support and training they need to develop in their careers with Talkington Bates. Upon starting with the company, all employees are provided with an induction and training in their role. We believe everyone benefits from training and development: our employees, our clients, our customers, and our company

LEARNING AND DEVELOPMENT

All employees are provided with Health & Safety and Food Hygiene Level 2 training. Our managers, head chefs and chef managers are provided with Supervising Food Safety in Catering Level 3. As well as short and medium length courses offered internally and externally, we work in close partnership with HIT Training, who provide apprenticeships from Level 2 all the way up to Level 7.

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.

Current apprentices include a 21-year-old catering assistant who is undertaking Level 2 Commis Chef training, and a Catering Manager who has been with us for 10 years and has just begun a Level 5 Operations Manager Apprenticeship.

LOCAL AND GLOBAL COMMUNITIES

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.

We support Eynshem Football Club, a friendly and competitive club for both girls and boys with regular training and matches. We also supported kids' rugby tournaments and provided kit for Gosford Rugby club based in Kiddlington.

ROCCO ROCKS

We have partnered with Roc Co Brands which brings unique pasta dishes to our customers, with a 5% of the proceeds from every plate going to charities such as The Evelina London Children's Hospital and the Ronald McDonald House.

During the early stages of the world-wide pandemic of COVID-19, everyday items like pasta were in short supply and food parcels were being offered to the most vulnerable, but producers couldn't keep up with the demand.

Pasta Per Tutti 'pasta for everyone' is the Rocco Pasta range that consists of penne, fusilli, spaghetti, and fettuccine, they have created an authentic range of pastas, taking into consideration affordability, availability, and most importantly continuing to help and support the British people and the most vulnerable. Our first few Rocco Rocks events have been a fantastic success, creating a real buzz through client sites, and supporting these worthy causes.

SPRINGBOARD

Janice and Paul were due to take part in the trek in Nicaragua in March 2022 in support of Springboard and to assist the local community, but due to the pandemic this was postponed. Instead, a virtual race where participants cycled, walked or ran the 5,300 miles from the UK to Nicaragua took place on home soil in May 2022.

The team of 13 undertook the challenge and clocked up an average of 10 km a day, every day! The 5,300 miles was achieved in 17 days, before the team started a new challenge "returning back" on the virtual race. Over £10,000 was raised for Springboard, a charity that supports people of all ages, backgrounds and walks of life with barriers into employment to work within the hospitality industry and to gain the skills, knowledge and experience needed to forge a career.

MACMILLAN CANCER

Due to reduced site number over the past year, we have (where possible) continued to support Macmillan Cancer Support Coffee Mornings 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.



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 Hebe Richardson and wellbeing coach, Yuki Solle work 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.

We hold roadshows at our client sites, helping our customers to be more aware of food and talk about a range of subjects connected to a healthy lifestyle and answer any questions on how to eat well.

We also hope to bring Hebe our nutritionist, to do a chef's workshop training on nutritionally based cooking.

GOVERNANCE

Our governance structures and processes strive to promote accountability, transparency and ethical behaviour — and we regularly evaluate and enhance them to help us operate at the highest levels of performance in everything we do.

EQUAL OPPORTUNITIES AND DIVERSITY

Within Talkington Bates we work tirelessly to ensure our entire workforce feel included and have a sense of belonging.

We provide equal opportunities and are committed to the principle of equality regardless of race, colour, ethnicity, or national origin, religious belief, political opinion, or affiliation, sex, marital status, sexual, orientation, gender reassignment, age or disability.

We provide employment policies that are fair, equitable and consistent with the skills and abilities of our employees and the needs of the business. We actively seek the support of all our people to ensure that all employees are afforded equal opportunity for recruitment, training and promotion and, in all jobs of like work, on equal terms and conditions of employment.

WORK/LIFE BALANCE

Talkington Bates have a firm belief in work/life balance and actively seek an understanding of all employees need to balance work with personal and family commitments. Childcare vouchers are available through the salary sacrifice scheme, and we endeavour to accommodate mums returning to work both on an emotional and financial level.

KAFOODLE

From October 2021 millions of allergy sufferers across the country are protected by 'Natasha's Law'.

The UK Food Information Amendment, known as Natasha's Law requires food businesses to provide the full list of ingredients and allergen labelling on prepacked foods. The legislation was introduced to protect allergy sufferers and provide confidence to consumers in the food they buy.

To ensure compliance, we are delighted to partner with Kafoodle to provide our teams a compliant, reliable and simple solution to food labelling & recipe management. In just a few clicks we can choose from a range of templates to create compliant ingredient, allergen and nutrition labels for our prepacked direct sale food.

Recipes are created using supplier ingredient data, and the brain behind Kafoodle does all the hard work. It calculates the nutritional values, assigns allergens, generates compliant labels, and even works out per-serving costs; helping to improve compliance and operational policies. As well as 'does contain' allergy warnings, we'll also be able to inform customers of any risks of cross-contamination.

Kafoodle enables us to track and communicate 'does contain' as well as 'may contain', allowing customers to make a more informed decision about what they eat depending on their specific sensitivity.

HEALTH AND SAFETY

The health and safety of our employees is a priority, and we ensure all our staff are trained in Level 2 health and safety, and our managers are trained in Level 3.

Our Competent Health & Safety, Food Safety and HACCP Advisor conducts full audits, spot checks and staff training. In addition, Unit Managers conduct monthly self-appraisals based on risk assessment and the results of self-appraisals are then shared with the Operation Manager and discussed in monthly client meetings.



TARGETS REVIEW

TARGET	WHAT WE HAVE DONE	2023 TARGET
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 100% of our Team with higher learning.
SUPPORTING CHARITIES AND LOCAL COMMUNITIES	We set the target of raising £10,000 for charity whilst still committed to sponsoring local youth clubs, this has been achieved	In 2023 we are committed to raising over £12000 for charities
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 sustainability 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 company wide food waste reduction campaign with the aim to reduce food waste by 20% 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. 55% of our sites are plastic free within the catering environment	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 introduced an Employee Assistance Programme through Alpha Rewards for all full-time employees, however after careful consideration, have decided to look for a new partner	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 more pop-ups across our client sites
REDUCE COMPANY TRAVEL	We have made great strides in reducing our CO ₂ emissions through the use of local suppliers and better use of online platforms	We will look at how we can reduce our company travel even further as part of our commitment to continually improve
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 20%
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

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