

Quality Assurance/Environment

We have been awarded 'Higher Level' of the NFS UKAS accredited Technical Standard for Food Wholesaling, Storage & Distribution.

We are a Member of Leatherhead Food Research, with access to high quality scientific, technical and legal information concerning the Food industry worldwide.

We supply no product containing an ingredient or additive that requires a positive declaration as defined by EC Regulations.

We are committed to the aims of the 'Allergens Directive' and maintain a database of product specifications to ensure prompt identification of the fourteen, most common food allergens.

We have a documented quality system in place including Environmental Impact Management Policy.

We are a member of the Royal Warrant Holders Association, submitting data and fees annually to the compliance agency Ecosurety, to ensure that our total annual packaging waste is matched by an equivalent volume of recycling and raw materials recovery.

We maintain comprehensive supplier vetting and ongoing monitoring procedures.

We have a comprehensive HACCP system.



NSF-CMi Certification Standard and NFS Due Diligence Standard certificates over the page.



Certificate of Conformity

Higher Level

Assessment Date:
03 Jul 2018

Next Assessment Due:
03 Jan 2020

Certificate Number:
C0083281

Date of Issue:
02 Aug 2018

Awarded to:

Town & Country Fine Foods Ltd

Unit 4, Perth Trading Estate
Montrose Avenue
Slough
Berkshire
SL1 4XX
United Kingdom

Standard:

**NSF-CMi Certification Standard for Food Wholesaling,
Storage and Distribution**

Scope:

The wholesale, storage and distribution of ambient and frozen confectionery and fine foods and associated non-food items. The re-packing of specialist confectionery and other food items.

Exclusions: None.

Signed on behalf of NSF Certification UK Ltd

Elaine Maithe
Certification Director, NSF Certification UK Ltd

Modern Slavery Policy Statement

Town & Country Fine Foods Ltd. acknowledges the provisions of the Modern Slavery Act 2015 and will ensure transparency within the organisation and with suppliers of goods and services to the organisation. The company is satisfied from its own due diligence that there is no evidence of any act of modern day slavery or human trafficking within its own organisation.

The principal activity of the family owned business continues to be the provision of wholesale services, repacking and distribution of low risk ambient foodstuffs to UK hotels, restaurants, cruise lines and other wholesale customers.

Our supplier base is predominantly located 50% from UK; 40% from EU countries with 10% from World Markets (Switzerland & the Philippines).

Imported goods from sources outside of the UK & EU are potentially more at risk for slavery and human trafficking issues. The level of management control required for these sources will be continually monitored. As a part of the company’s due diligence processes into slavery and human trafficking, our supplier approval process will incorporate a review of the controls undertaken by the supplier.

Our commitment includes full support to international efforts to promote ethical principles and practices related to the prevention of the exploitation and abuse associated with modern slavery and human trafficking. We also expect commitment to these principles from all organisations with which we do business and the company will not knowingly support or deal with any business involved in slavery or human trafficking.

The Company Directors and Senior Management shall take the responsibility for implementing this policy statement and its objectives and shall provide adequate resources (training and investment) to ensure that slavery and human trafficking is not taking place within the organisation or within its supply chains.

Judy Lyell
Chairman
April 2018

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Version: 4		Authorised by: N. Naidoo
Reason for amendment: layout of the document		

PALM OIL POLICY STATEMENT

Town & Country Fine Foods Ltd. is committed to ensure that the palm oil that is used by our suppliers comes from sustainable, mass balance or segregated RSPO sources.

This will allow us to trace the palm oil all the way back to RSPO certified mills. Currently around 80% of palm oil in our products is from a mass balance or segregated source, with the rest of our volumes covered by Green Palm Oil certificates. This is where RSPO certified producers produce palm oil, and then raise a certificate, which our suppliers are able to purchase on the open market.

There are three RSPO-certified palm oil supply chains options we accept from our suppliers:

- ‘Segregated’ palm oil: certified sustainable palm oil which is kept physically separate from conventional (uncertified) palm oil throughout the supply chain up to the final product.
- ‘Mass balance’ palm oil: palm oil from certified mills is mixed with conventional palm oil during transport and storage. Movements of mixed oil are administratively monitored by UTZ Certified so that companies cannot sell more sustainable palm oil than they have purchased.
- The 'Book & Claim' system: this is a certificate trading scheme where certified sustainable palm oil is produced and evidence of this ('Green Palm' certificates) is sold directly to end users such as food manufacturers to match the tonnage of palm oil used in their products. Book & Claim has been a major driver in the development of markets for sustainable palm globally.

Sylwia Binkiewicz
Product & Quality Manager
February 2018

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Reason for amendment: changed the logo		

Corporate Social Responsibility Policy Statement

Introduction

This Statement is about how Town & Country Fine Foods Ltd. takes account of its economic, social and environmental impact. In the way we operate as a business, by demonstrating our commitment to Corporate Social Responsibility we aim to align our business values, purpose and strategy with the needs of our clients, whilst embedding such responsible and ethical principles into everything we do. The elements of this Statement cover our approach in dealing with our clients, suppliers and the local community in an effort to support reducing our energy, procurement, transport, water use etc, to reduce our carbon footprint and environmental impact. We will also be working to protect natural resources, trade ethically and be aware of health issues that may affect our customers, suppliers and employees.

Environment

Town & Country Fine Foods Ltd. is a leading foodservice company and it is our responsibility to protect our environment. The care for the environment is one of our key responsibilities and an important part of the way in which we do the business.

In this Policy Statement we commit our company to:

- Comply with all relevant environmental legislation, regulations and approved codes of practice
- Protect the environment by striving to prevent and minimise our contribution to pollution of land, air and water
- Protect the environment by sourcing responsibly ie only Certified Palm Oil, sustainable cocoa and ensuring animal welfare standards are applied where meat, dairy & eggs are used
- Seek to keep the wastage to a minimum and maximise the efficient use of materials and resources
- Manage and dispose of all waste in a responsible manner
- Provide the training for our staff so that we all work in accordance with this policy statement and within an environmentally aware culture
- Regularly communicate our environmental performance to our employees
- Develop our management processes to ensure that environmental factors are considered during planning and implementation
- Monitor and continuously improve our environmental performance
- Reduce the carbon footprint

The Directors will ensure that the Company reduces the environmental impact of the Company by:

- Engaging its suppliers in its effort to protect the environment
- Reducing all its transportation requirements wherever possible and utilising back hauling, car share, and such facilities as web-ex and conference calls

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Reason for amendment: revised/reworded the policy Statement		

- By converting the fleet of vehicles to electric/hybrid where possible and ensuring vehicles are regularly serviced and checked with regards to their emission levels. Plus ensuring they are economically driven by staff who undergo efficient driving awareness training
- Sourcing and buying locally wherever possible
- Encouraging the integration of sustainable technologies and to reduce, re-use and recycle the resources by its business whenever practical:
 - Ensuring that all lights and equipment are switched off when not required
 - Ensuring that water is used efficiently
 - Using scrap paper for draft notes
 - Printing in mono and double sided whenever possible
- Recycling waste (including shredding all business documentation) when possible
- Sourcing recycled materials wherever possible
- Working with like-minded suppliers who takes steps to minimise their environmental impact

Local Community

The Directors will also ensure that our work with our local community involves:

- Working and supporting national charities (Mac Millan)
- Founding & sponsoring David Lyell Scholarship, developing young talent
- Supporting Springboard Charity, helping people back into industry
- Sponsoring industry events to support industry associations in their fund raising
- Sponsoring employees in their chosen charitable events
- Offering product as prizes for auctions, raffles, donations etc for customers’ charitable events

Human Rights

The Directors will ensure that that the Company will:

- Comply with The Modern Slavery Act 2015 and ensure suppliers also comply
- Protect human rights
- Not support forced and compulsory labour or the exploitation of children
- Respect its employees’ rights to voluntary freedom of association under the law
- Promote work place diversity and ensure no employment discrimination
- Provide a safe and healthy working environment, considering employees’ wellbeing
- Continue to pay Real Living Wage

Clients / Suppliers

The Directors will also ensure that we deal responsibly, openly and fairly with clients and potential clients by:

- Ensuring that all our advertising and documentation about the business and its activities are clear, informative, legal, decent, honest and truthful
- Being open and honest about our products and services and telling customers what they want to know, including what we do to be socially responsible
- We will avoid pressure selling techniques
- Ensuring that if something goes wrong we will acknowledge the problem and deal with it

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- We will listen to our clients so that this can help to improve the products and services we offer to them
- Ensuring that we benchmark and evaluate what we do in order to constantly improve our competitive edge in the marketplace.

The Directors will also ensure that we deal responsibly, openly and fairly with suppliers by:

- Ensuring we trade ethically
- Ensuring that we use local suppliers as much as possible
- Ensuring that we endeavour to pay on time
- Not expecting any discounts to have a detrimental effect on their business

The operational and ultimate responsibility for the commitment to our corporate social responsibility principles lies with the Directors of Town & Country Fine Foods Ltd. Every employee of Town & Country Fine Foods Ltd is expected to give their full cooperation to the above principles in their activities at work. All visitors and contractors are also expected to apply our environmental principles.

The effectiveness of the Policy Statement will be monitored and reviewed at least annually by the Directors to ensure the Company’s continuing compliance with any relevant legislation and to meet new business requirements and to identify areas in need of improvement.

David Bentley
Managing Director
May 2018

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CORPORATE SOCIAL RESPONSIBILITY (CSR) POLICY

1. Governance

It is the intention of Town and Country Fine Foods to ensure all employees are treated fairly and equitably, the Corporate Social Responsibility (CSR) Policy will be applied consistently to demonstrate this.

Line Managers, Head of Departments and Directors are accountable to the implementation and delivery of this and all organisational policy.

2. Introduction

Corporate social responsibility (CSR) is a concept whereby an organisation recognises that its business operations and processes may have an impact on social, economic, and environmental issues outside of the workplace. It also represents a commitment to ensuring and maintaining socially responsible behaviour in an organisation.

Town and Country Fine Foods seek to sustain a business that is successful and respected in its ethical standing by our stakeholders. These include customers, clients, investors, regulators, suppliers, and the community. We embrace the role our business plays on a day to day basis in contributing to a better society.

3. Policy Content

We are aware that the running of our business will, in many ways, affect our place of work, the community and the wider environment in which we operate. We believe that the way we run our business can and should make a positive difference in these areas and we aim to ensure that continued efforts are made to achieve that.

Our corporate social responsibilities are identifiable in the following areas:

ENVIRONMENT

With regard to the business' impact upon the environment, we are committed, amongst other initiatives, to:

- efficient and on necessary printing
- reducing the amount of waste produced by the business
- ensuring that water/electricity is used responsibly by our staff
- recycling materials as extensively as possible
- using technology to lessen the need for travel
- using environmentally sustainable transport wherever possible when travelling is unavoidable.

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CHARITABLE/COMMUNITY WORK

Our organisation is keen to support and become involved in community initiatives and charitable work.

We do this in the form of sponsorship, donations to national and local charities which may be suggested by our staff and other stakeholders, and the funding of relevant community projects.

EDUCATION

We recognise the importance of education in our community and supporting individuals during this process is key to advancement. We actively encourage our employees to complete short- and long-term training courses, often funded by ourselves.

OUR EMPLOYEES

Involvement: We keep our staff fully informed of our policies and procedures and we encourage them to share their ideas with us on both internal processes affecting them, and the way our service is provided to our customers.

EQUAL OPPORTUNITIES

We are committed to providing an environment of equal opportunities for all members of our workforce. No account of any of the protected characteristics set out in the Equality Act 2010 shall be taken to a detrimental effect in any decision involving recruitment, promotion, provision of facilities etc.

BUSINESS PARTNERSHIPS

We will strive to engage with local suppliers and businesses where possible to meet the business' operational needs, in order to support businesses within our area and decrease our carbon footprint.

In respect of our entire CSR initiative, we expect no lesser standards from our suppliers and business partners.

ONGOING COMMITMENT

We are fully committed to the principle of CSR and aim to ensure that no relevant policy decisions are made within the business, without first evaluating the potential CSR impact.

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Associated Documents

Corporate Social Responsibility (CSR) statement

David Lyell Scholarship to the winner of Young Pastry Chef of the Year

Sponsor the Annual Springboard Awards for Excellence - Springboard Charity

Foxes Academy

Royal Warrant Holder's Association

Associated Policies

Equal Opportunities Policy

Training Policy

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Issue date	09/09/2020
Review Due	09/09/2021
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Amendments	
Review Due	
Review Date	Reviewer
Amendments	
Review Due	

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CORPORATE SOCIAL RESPONSIBILITY STATEMENT

1. Corporate Responsibility

Town and Country Fine Foods recognises its corporate and social responsibilities towards customers, employees, shareholders, suppliers and other stakeholders. Town and Country Fine Foods is committed to making lasting real contributions to the local communities in which we operate.

Town and Country Fine Foods is committed to being a good employer and reducing our carbon footprint and promoting environmental sustainability.

2. Workplace

Town and Country Fine Foods provides equal opportunities both to job applicants and existing employees, recognising that our reputation depends on the wellbeing, effectiveness, and skill base of our employees.

Town and Country Fine Foods is committed to the equal treatment of all employees and promotes the prohibition of discrimination, in areas including equal pay, fair treatment and employment opportunities for a diverse workforce.

Town and Country Fine Foods provides workplaces of a high standard for the benefit of our employees and customers/clients, with equally high standards of adherence to health and safety requirements.

3. Environment

Town and Country Fine Foods seeks to minimise the environmental impact of its activities.

Town and Country Fine Foods is committed to preventing pollution, minimising waste from its offices and workplaces and adopting good environmental management practices.

Town and Country Fine Foods seeks to improve the efficiency of its use of resources by conducting activities and operations in line with current environmental legislation and best environmental practices.

Town and Country Fine Foods provides environmental awareness training for all its employees at Induction, through IHASCO online training portal and works with suppliers that share our own high environmental standards.

4. Community

Many of our employees are from the areas local to their workplaces and we aim to build long term relationships with the local community and local groups.

The Company sponsors community charities which support vulnerable people in their relevant communities.

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Associated Documents

Corporate social responsibility (CSR) Policy

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Health and Safety Policy

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