

savona
FOODSERVICE



SUSTAINABILITY REVIEW

OUR FLEET
CONSISTS OF THE
LATEST EURO 6
STANDARD FOR
REDUCED EMISSIONS



A FOREWORD FROM OUR MANAGING DIRECTOR

With over 50 years of rewarding experience, Savona Foodservice are delighted to deliver high quality products, with trusted customer service and value for money, to most of Southern England and the Midlands. Naturally, it is our aim to be the favoured foodservice distributor of our customers; a trusted wholesaler by our suppliers and a company our employees are proud to work for.

However, our aim does not stop there. In the current climate, it is vital that we build our business with the environment, our communities and the local economies at heart. We are a passionate group and it is our aim to lead the way in building a more sustainable food and hospitality industry.

I am thrilled that our approach towards environmental and social responsibility is constantly evolving and flourishing. We have introduced brand-new core values: Quality, Integrity, People, Sustainability, Empowerment and Pioneering. These values now underpin our company ethos

and have helped re-define our company's environmental and social policies.

Although this project was initiated with the aim of highlighting areas of our business that needed improving, I am delighted and proud to share the fantastic work and measures we already have in place.

Following the acquisition of Ilfracombe Wholesale Grocers by Savona Provisions, the group have implemented a complete rebrand, developed and improved our warehouse facilities at both depots, successfully launched our eCommerce platform and been awarded multiple contracts. It's been an eventful two years at Savona Foodservice, and I am excited to see what we can accomplish next.



Ken Knowland
Managing Director

OUR COMPANY VALUES

Savona's core values:



QUALITY To maintain an exceptional service



INTEGRITY To be a trusted supplier



PEOPLE To support our employees and community



SUSTAINABILITY To invest in our future



EMPOWERMENT To encourage those around us



PIONEERING To be ahead of the game

ENVIRONMENTAL POLICIES

Savona Foodservice's commitment to the environment has achieved 'The International Standard of Environmental Management', ISO 14001, which we have held since 2015. This means our

environmental procedures are always implemented, audited and maintained. Furthermore, our Environmental Policies are fully understood by all employees.

Managing our Carbon Footprint

Our Vehicles

We realise the area of our business that contributes the most to our carbon footprint is the transportation of our delivering lorries and the company cars used to meet customers.

To combat this, we are upgrading our commercial fleet to comply with the latest Euro 6 standard for reduced emissions and fitting the vehicles with innovative technology

to ensure they operate at optimum efficiency. Our brand-new lorries have multiple temperature compartments meaning they can carry a large range of frozen, chilled and ambient products to maximise their loading capabilities and reduce the number of our fleet on the road each day.

We utilise vehicle tracking devices to enable our Operations Managers to closely analyse and monitor fuel usage, vehicle idling, harsh acceleration and braking statistics at the end of every week. This information is used to highlight areas of staff training that may be beneficial and vehicle deficiencies that may be reducing their MPG efficiency. On top of this, all our delivery drivers have completed Safe and Fuel Efficiency Driving courses and hold CPC certificates.

Forward Thinking

Savona Foodservice is fully prepared for the Zero and Low Emission Zones (ZEZ and LEZ) which are being introduced to cities across the UK, with Oxford being one of the first. Our first dual-branded electric vehicle will soon be delivered to our Oxford depot ready for a trial run.

Our newly acquired vehicle, converted and assembled in the UK, has a range extending engine meaning it can cover a larger distance. It also has an intelligent, cloud-based system which not only recognises the ZEZ and LEZs but ensures the vehicles battery is sufficiently charged to operate for the required time on a given route.

Additionally, once the vehicle has been started, the electric power remaining in the vehicle's battery will start the engine and produce spins of up to 3,000 RPM before injecting any fuel. By getting the engine up to speed before introducing any diesel, the vehicle's carbon emissions are close to nothing as most of the harmful emissions are a product of acceleration.

We look forward to adding more to our fleet to keep ahead of the game.

Furthermore, we are trialling hybrid vehicles in the hope of extending this to our sales representative's company cars.



DID YOU KNOW?

Oxford city centre will be one of the 1st cities in the UK to trial Zero Emission Zones starting in 2020

DURING THE WINTER MONTHS, WE REVIEW OUR ROUTES AND MAKE CONSCIOUS CUT BACKS ON DELIVERIES IN ORDER TO REDUCE THE COMPANY'S CARBON FOOTPRINT



Consolidation & Routing

Through strategic planning we aim to reduce the size of our delivery routes and the number of our commercial fleet on the road each day. We also encourage our customers to have fewer but larger deliveries per week and empower them to employ more sustainable practises to their businesses.

“Back hauling” is an initiative where we plan our delivery routes to collect from local suppliers on their return journey. As an example, when our drivers deliver to customers located in Cornwall, we arrange the collection of locally sourced pasties and sausage rolls on their return journey. Similarly, we collect our Blenheim Water

products stocked at our Oxford depot when we deliver goods to Blenheim Palace. This in turn removes the carbon required for the additional lorries to deliver our goods into the depot.

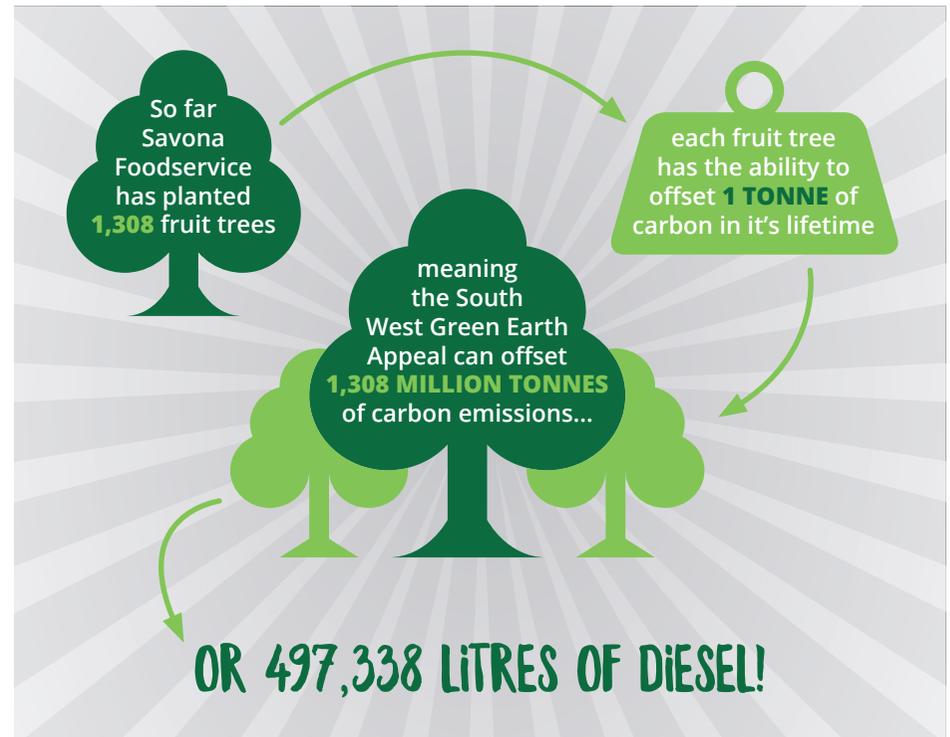
DID YOU KNOW?

Food Miles is a term used to measure the distance each food item or ingredient travels before reaching the consumer. By quantifying the environmental impact of each product, we are able to set targets and help keep our Food Miles to a minimum.

South West Green Appeal

Savona Foodservice South West has partnered with the Green Earth Appeal and co-founded the South West Green Appeal. The Green Earth Appeal helps to create productive communities in the Usambara Mountains of Tanzania by financing the teaching of rural groups to grow sustainable, renewable forests for agriculture and food, firewood, construction, water collection, filtration and animal habitat. This is achieved through a fruit tree-planting scheme, with each tree costing 99p. Our employees and customers are encouraged to be members of this scheme to offset the carbon emissions used for their deliveries or transport to work.

With the help of the Green Earth Appeal, we look forward to implementing a similar project at our Oxford depot and working towards a carbon neutral title in the future.



Refuse, Reduce, Reuse, Recycle

Refuse

DID YOU KNOW?

Savona Foodservice became the 1st wholesaler in the South West to stop selling single use plastic disposables in 2016.

We recognise the devastating affect that plastic pollution is having on our local environment, and global eco-systems, which is why we have sourced alternative suppliers and brands.

By introducing paper straws, plant-based takeaway products and eco-conscious brands, we are empowering our customers, and their customers, to confidently refuse single-use plastic products.

Reduce

On top of the work we are completing to reduce our CO2 emissions, we also have the following initiatives to reduce the impact our business activities have on the environment.

Energy suppliers

We have new energy suppliers which we specifically obtained for their green and renewable energy sources. Our South West depot works in partnership with a company called Ørsted, a global leader in green energy that develops, constructs and operates multiple offshore wind and solar farms globally.

A paperless business

It is Savona Foodservice's prerogative to be a paperless business. All our internal and external communications are electronic, unless our contacts do

not own an email address. We also encourage our contacts to only print our communications when it is vital.

We will also implement an Electronic Proof of Delivery (ePOD) system in the very near future. This will eventually replace paper invoices and increase the accuracy, efficiency and confidentiality of the paperwork.

Promisingly, our brand-new online ordering platform is turning into a huge success as more of our customers are opting to use its simple, efficient and attractive design to place their orders. It is also a major stepping stone in helping us achieve our goal in being 100% paperless.



Investing in our premises

Our project to convert the lighting in all our premises and lorries is nearly complete. Our new LED bulbs have a life span of 25,000 hours in comparison to 1,200 hours for a standard bulb and use less electricity to produce the same number of lumens (usable light).

On top of that, light-sensing and movement detection equipment has been installed throughout our



premises to ensure lights are not left on when not required. Similarly, the chillers and freezers located in our warehouses are fitted with thermostatic sensors to maintain the specific temperatures required by our chilled and frozen products.

Finally, our new warehouse extension at the South West depot has been fitted with state of the art QuadCore Technology insulation panels for unrivalled thermal efficiency, fire protection and enhanced environmental credentials. All our appliances now also use the eco-friendliest refrigerant gas available to us.

Food waste

Throwing away food due to sell by dates is detrimental to our business both financially and environmentally. We aim to remove this problem before it has arisen by closely monitoring our stock levels and sell by dates daily. On placing orders with suppliers, we calculate the most realistic quantity we will require from previous buying and selling records to prevent unnecessary waste. Any stock that has a reduced sell by dates is donated to our local foodbanks and charities.

Reuse

Of course, reusing our waste is much more beneficial to the environment than recycling. Wherever we can, we reuse our cardboard boxes for storing customer orders on the lorry, re-boxing damaged packaging and invoice archiving.

Furthermore, we are partnered with an oil collection company to provide a service to our customers whereby their waste oil and hard fats are

collected, treated and converted into biofuel. Biofuel is a greener alternative to petroleum diesel which results in the reduction of carbon emissions.

Recycle

It is our goal to recycle 100% of all our recyclable waste. Each of the offices, kitchens and canteens at both depots are fitted with paper, plastic, can, cardboard and toner cartridge recycling facilities to encourage all our employees to help us with this mission.



DID YOU KNOW?



Just 1 wheelie bin of general waste is sent from our South West depot every week!

Both our depots use the collection and recycling facilities of external companies which turn our recyclable waste into news print, cardboard packaging, tin cans and even furniture.

Recently, Savona Foodservice South West partnered with 'Andigestion', a company which provides a recycling service for our food waste using anaerobic digestion. To implement this, we have designated wheelie bins to collect most of our food waste which is then converted to biofuel.

DID YOU KNOW?

By switching to electronic wage slips, we save over 1,500 pages of paper every year!

Sustainable Purchasing

Savona Foodservice is gradually building up a credible range of green and ethical brands and suppliers. Our method of carefully choosing our suppliers and source of products is evolving so that we can deliver a more sustainable and ethical foodservice to our customers.

Partnering with Green Suppliers

We are actively seeking more local suppliers to reduce our Food Miles, or the distance each ingredient is required to travel before reaching the end user. Our growing selection of regional products is also supporting our local economy by boosting their businesses.

One brand we are particularly proud to work with is Wyke Farm, who supply our delicious range of cheddars. Based in Somerset with over 1,000 cows; their fine cheeses are made with 100% green renewable energy.

This does not mean we are abandoning our well-known and truly loved brands but rather supporting them on their journey to become more sustainable.

DID YOU KNOW?

Wyke Farm have 3 giant digesters installed which turn all the organic by-products of cheesemaking & farmyard manure into energy. This green energy is used to power the whole farm and some of the neighbouring villages

We are challenging them to produce more eco-conscious products and asking for alternatives if their products do not fit our environmental policies.

Choosing our Products

On top of offering a wide range of Fairtrade and Organic products, this year we have launched our very first Free-From Brochure which details all our brand-new vegan, vegetarian, gluten-free and organic products. We understand that plant-based diets are a solution in fighting climate change, and we want to be a stepping stone in supporting this by offering quirky alternative foods and innovative recipes that will help our chefs.



As we work with numerous nurseries, schools, hospitals and care homes, we are very pleased to be an audited and accredited supplier of the Soil Association's Food for Life Catering Mark. We've accomplished this by: sourcing animal products which are Red Tractor and British Assured to meet UK welfare Standards; increasing our range of MSC certified fish products; introducing products which are free from unwanted additives and genetic modifications; and providing alternative products to those that contain unsustainable ingredients such as palm oil.

We've learnt that harmful chemicals and toxins found in cleaning products can leak into our water systems and the environment. For this reason, we have a growing line of echo-chemicals. Unwrapped hotel room soaps and organic shampoo bars are just a couple of examples of new products we hope to offer customers in the future.



“ It is our passion to assist customers in providing healthy, tasty, sustainable meals. We are delighted that one of our schools has just received their Food for Life Gold Award and Soil Association accreditations. Kelly Williams, Sales & Marketing Director. ”

Of course, wherever possible we seek products which use the least environmentally damaging, or recyclable, packaging.

Palm Oil

We are aware and concerned about the socio-environmental impacts linked to the buying of palm oil from South East Asia. Large areas of rainforest in this region are being levelled for agricultural lands to allow for more palm oil plantations to be created which is against our company ethos.



As founding members of the Country Range Group, we assert our policy that the source of palm oil in our products is from sustainable and accredited backgrounds. Each product specification is audited to ensure its compliance with this policy and product development will be halted until an alternative sustainable source is sought. You can find our sustainability certificates attached to the product specification for each Country Range product which contains palm oil as an ingredient.

We rely on our suppliers of other product brands to ensure all certificates are kept up to date and to inform us of any changes to the status of palm oil containing products.



SOCIAL & WORKPLACE POLICIES

Giving Back To Our Community

Our local communities are at the heart of our business. The community is our employees, in turn their families, our customers, and in turn their own clientele.

South West Family Values

A supremely caring charity, based in the South West, which supports lower income families who need the help of outside agencies. This invaluable charity offers a plethora of support strategies for lower income families, including door-knocking services which aims to improve safeguarding procedures in schools.

Savona Foodservice have proudly partnered with this charity and raised awareness of their substantial cause. We donate food and drinks to the fun, stress-relieving activities provided by the charity; especially during the summer holidays when life for struggling families may be tough.

The Ley Community

The inspirational Ley Community is a drug and alcohol rehabilitation centre based near our Oxford depot. They offer an 18-month programme which supports individuals who are battling addiction and then rehabilitates them back in to the community as hard working, respectable citizens.

Part of the programme supports residents to complete a very robust programme focusing on cognitive behaviour therapy. As a company, we are proud to take on The Ley Community residents for work experience. Consequently, we have employed several people full time; this has been a proud success of ours where we offer opportunity and a fresh start without prejudice and judgement.



Star Trek Night Walk

Organised by a community Rotary Club based in the South West, brave participants navigate across the moor in the pitch black to help raise funds for the inspiring care given at Children's Hospice South West and The North Devon Hospice.

We are a proud sponsor of this famous event and assist by raising awareness of this local achievement and provide food, drink and moral support for the walkers along the way. Additionally, our Sales & Marketing Director, Kelly Williams, impressed us all and completed the challenge in just 8 hours!

The Porch Day Centre

This supportive day centre is a charity organisation based in Oxford which provides a life changing stepping stone to those who are homeless or vulnerably housed. The organisation focusses on housing, wellbeing, education, life skills and companionship. This valuable service provides two meals a day which are all provided for by donations from businesses like us. We are proud to support this project and hope to do all that we can to facilitate it.

Other Charitable Events

There is no limit to how many notable charities we can support and no limit to how much we can give back to our communities. To name a few, we are a proud adoptive family

of a meerkat, a marmoset monkey and a warty pig at Paignton Zoo. We hold an exemplary number of charity fundraisers, namely the Macmillan Cancer Support charity, which we support on an annual basis. Finally, we will always donate to our local food banks with short date and excess products.



Our Workplace



Training, Progression & Support

At Savona Foodservice, we understand the importance of valuing all our team members and the knowledge and expert skills they have gained within the business. We are proud that many of our employees have been with us for several years and have developed with us as a business.

Our new employees are given a well-thought out training programme, unique to every department, and are typically paired with a mentor to support them through the early stages. We then encourage our employees to develop their business department acumen by supporting them through external qualifications and diplomas.

Quality of work, passion for our business and demonstration of our company values is always rewarded. We inspire our employees to progress through the company with well supported advice and instruction and proudly promote valued employees.

It doesn't stop there. We also understand the importance of supporting our employees outside of their career which is why we have recently partnered with Hospitality Action. This is a charity within the hospitality and food industry which provides confidential assistance to our employees and their family at times when they most need it. This includes anything from improving health and well-being; dealing with financial pressures; coping with alcohol, drug, gambling and other addictive behaviours.

Internal Awards

Savona Foodservice is proud to have such a fantastic team of employees across both our depots and we want to ensure their expert knowledge is noticed and their successes are praised.

We celebrate our employees for their commitment and hard work by nominating individuals for a variety of awards, including the 'Above & Beyond the Call of Duty ABCD Award'. We also praise colleagues across the business for their contribution to our new online ordering platform with a monthly 'Digital Noteworthy Award' and 'Online Training Awards'.



Adrian's Story

"Hi, I'm Adrian Gibson and I am the Operations Manager here at Savona Foodservice South West. I started at Savona Foodservice in 1999 as a seasonal lorry driver when we had only 3 or 4 lorries on the road!

Going back to the time I started, each driver would deliver up to 70 accounts in a single day with often a big distance to travel. The loads were significantly larger in size so, as you can imagine, took some getting off!

Savona Foodservice has developed a lot since my early days; we have constructed a fantastic team with a lot of passion. Building this business is the result of the dedicated hard work and experience of

many people pulling together to get the right result for the customer. We have great retention of staff, many have been here for more than ten or fifteen years and I believe that speaks volumes about our company.

I've had the opportunity to experience such a variety of roles. I've worked as a driver, administrator, supervisor and undertaken management roles working all sorts of different hours; I even stood in as a field sales representative! All these roles and working alongside other talented individuals have really helped me to develop the people management and problem-solving skills I require today."



Savona for the Future

At Savona Foodservice, we understand the importance of ensuring the foodservice industry is promising and pioneering in the far future. For that reason, we are fully committed to the following initiatives:

Student Chef's Challenge



As an integral member of the Country Range Group, we are delighted to support the Student Chef Challenge; a key industry competition ran in conjunction

with the Craft Guild of Chefs. Aspiring chefs from all backgrounds are tested on their knowledge of both classical and modern cooking. It's an excellent opportunity to take home the coveted titles, attend butchering and



cooking workshops, and win a day's work experience at a Michelin star restaurant.

Sponsorship

An ambition of ours is to go one step further and fully support an aspiring individual to achieve their dream of working in the food and hospitality industry. With a fully furnished demonstration kitchen in our Oxford depot, we think this would be the perfect chance to make this a reality.

Links with Schools

Not only are we the chosen foodservice for numerous local schools, but we are also passionate in giving back by supporting them in their mission to inspire young minds.

Annually, students from local communities complete work experience projects with us. Whether it's working with our operations team, telesales team, or our purchasing department, we have always received fantastic feedback on the practise and advice we give to the aspiring individuals.

We also support local schools financially by sponsoring end of year prizes for student's attendance and attitude to learning.

“My Year 10 work experience at Savona Foodservice taught me so much about how a business is run. I shadowed members of staff in each department and everyone was so helpful, friendly and informative. My favourite day was working in the telesales office as it was very busy and exciting!” - Year 10 Student, Ilfracombe Academy



“As the Head of Purchasing, I want to steer the company towards a more eco-conscious future by making buying decisions that reflect the ever-growing demand for environmentally friendly and sustainably sourced products” - Michael Organ, Group Buying Controller

Our Promise to Customers

Quality

As one of our integral company values, quality is paramount in everything we do. We aim to put value in every step of our customer's experience; from the point of placing an order with our knowledgeable telesales team, the careful selection and picking of products by our warehouse team, to the reliable delivery of goods with our friendly drivers.

By providing a selection of high-quality products in a wide price range, we can be passionate in assisting our customers to boost their businesses with innovative menus. We aim to be the foodservice customers can rely on to deliver this valuable service.





BRC AA Accreditation

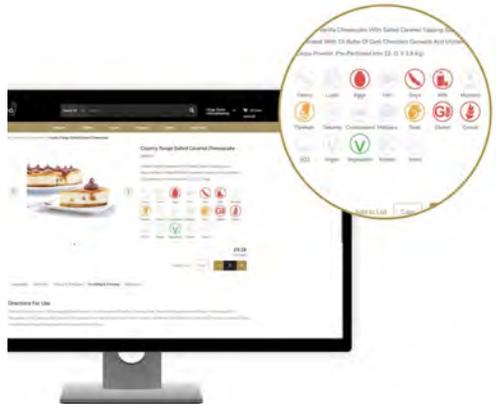
The British Retail Consortium's attention to detail and strong audit ethos is designed to show quality in processes. Recognised around the world, the top score for the announced audit scheme is AA.

Savona Foodservice is extremely proud to have been awarded BRC AA standard at both our Oxford and Ilfracombe depots. Quality is one of our core values and this accreditation at the highest level offers assurance and confidence to both existing and future customers.

Our proudly achieved BRC AA accreditation was achieved by: developing a Quality Management Manual which is in an online and digital format; re-designing our quality control paperwork, such as HACCP forms; and internal auditor training.

Ingredients & Allergens

We are transparent in the ingredients and sourcing of our products. Members of our customer service team are fully trained to provide full lists of product ingredients and allergen information wherever necessary. We are linked with a company called Erudus which provides comprehensive and up to date FIC information. You can also find full product descriptions and specifications displayed with each product on our new eCommerce website.



Customer Feedback

Whether it's requests for new products, customer opinions on potential new products or feedback for our new eCommerce website, we often seek our customers opinions to improve and develop our services.

Undoubtedly, we hope our customers are never required to complain. Through our robust quality policy these situations are rare. Members of our team who specialise in customer service have been promoted to deal with such rare complaints in an understanding and efficient way. We have recently employed a new customer complaint tracking system so that we can highlight any areas of our business that needs development.

Data Protection

Savona Foodservice complies with the GDPR (General Data Protection

Regulation) with the utmost respect and fully operates a GDPR policy across the company. We understand the importance of protecting our own company data and privacy, therefore we understand how imperative it is to protect our customers and suppliers.

We have built personal data security into our processes at all levels and new systems are always specified with this expectation. This leads to a culture of protecting personal data that only collects information when it is truly required, and limits those who can access it. We do not share this data with anyone else.

To view our GDPR policy please visit:

www.savonasouthwest.co.uk/wp-content/uploads/2019/02/Savona-data-protection-policy.pdf



FUTURE GOALS

Carbon neutral across both depots

Encourage a diverse working environment

100% paperless business

Strengthen our sustainability awareness campaign

Develop an employee development framework

Extend our range of organic products

Extend our range of sustainable product lines

Cardboard collection & recycling service for our customers

Increase our selection of local produce

Increase our number of electric vehicles

Reduce customer complaints by 10%

Invest in rain water harvesting