



The Story So Far.....

Environmental Management & Sustainability



**we're specialist
caterers in the
education sector**

**with a passion for fresh, seasonal,
healthy food that tastes great.**

Introduction

Caterlink is one of the UK's leading contract caterers, providing catering and consulting services for over a hundred and ten clients in the South East, including borough contracts including both primary and secondary schools. We've learned a lot about what our clients want: a catering service run by professionals who communicate as well as they perform.

We are driven by delivering the most fantastic food service which uses the freshest, locally sourced, seasonal ingredients served by the most highly skilled and motivated teams in the sector is what drives our success.

Our commitment to using fresh, locally sourced products stems from an inherent belief that in practicing so, not only do we deliver the most fantastic and high quality food service, but we also help to sustain the local supply chain and reduce energy usage and reduce transportation costs. We take a responsible approach to minimising the negative impact of our operation on the environment that supports it.

The very nature of our business means that we consume huge amounts of energy and resource whilst producing massive volumes of waste including food stuffs, cooking oil, packaging, effluent, administrative waste and surplus equipment.



We know that each of these elements have a serious and largely adverse impact on the environment, we have both a corporate and moral responsibility to control these impacts as best we can. Consequently our commitment to performing in a positively sustainable fashion extends beyond the foodstuffs we purchase and prepare to include the physical operation of our entire company activity.

Since our inception 14 years ago, we have always been mindful of the environment, in 2004 we joined forces with BaxterStorey to become their specialist in running the state education sector; and in 2006 the group appointed our first dedicated member of staff to oversee our sustainable performance. Our Director of Environmental and Sustainable Practice, Mike Hanson, is focused on ensuring our business is structured to achieve our goals and staff, suppliers and customers are aware of and are working with us to achieve our ambitions.

Top 15 Green Facts about Caterlink

1. We were the first independent catering company in our industry to be accredited with ISO 1400 following the appointment of a dedicated specialist, Mike Hanson.
2. Our head office is carbon neutral - we reduced carbon emissions from paper use by 2.4 tonnes or 44%, reduced energy usage in our head office by 3.47% per full time equivalent (FTE), reduced carbon emissions from the company vehicle fleet by 15.6 tonnes or 11.2% and reduced the volume of general waste by 76%.
3. We are a fresh food company and all produce is sourced from local suppliers to reduce "food miles". In 2009 95% of all fresh produce was supplied by regional suppliers with distances from unit no further than 80 miles for units inside the M25 and 150 miles round trip for units outside M25
4. We only use RSPCA Freedom Farm Assured, free-range eggs in our business, sourced from a single, independent, third generation farm - Staveley's Eggs in Chorley, Lancashire
5. 100% of all our fresh meat is from the UK and all fully traceable to its source, the first UK caterer to achieve this.
6. We do not purchase fish on IUCN red list and all fish is sourced from sustainable sources in line with MSC guidelines
7. Our liquid milk is produced from Red Tractor accredited farms, from 4th October 2010 all of our egg supply will be free range and laid only in Britain and all our suppliers are members of LEAF
8. Our coffee is triple certified (Rainforest Alliance, Fairtrade and organic) and the only one of its kind in the UK
9. All bottled water is sourced in the UK
10. Caterlink give over £5,000 back to schools each year as part of our 2p back from every bottle of Caterlink water sold in our schools and colleges.
11. We package used coffee grounds in biodegradable bags which is given to customers as nutrients for their soil which has diverted over 400 tonnes of waste from landfill whilst also saving our clients £5,000 on landfill charges.
12. Our BaxterStorey Foundation which gives 1p from every coffee sold back to the growing communities estimated to be £100k last year
13. Last year we recycled enough food waste into renewable energy to power 30 homes for a year.
14. We have reduced our carbon footprint at head office by 32% in the past 24 months.
15. We have personally developed our own range of 100% organic cleaning chemicals for use in our kitchens and currently hold this patent

eCube has so far saved our clients up to 25% energy consumption from refrigerators, amounting to over £8,000.

The basics

We wholeheartedly believe that doing business responsibly is the only way to do business. We hold ourselves to high standards and we commit to achieving them. Our environmental standing and innovations are not something we simply pay lip service to, but something that runs through the core of our business.

In July 2009, the WSH group (of which Caterlink are part of) were honoured to receive the award for 'Sustainable Business of the Year' at our national industry awards. This followed hot on the heels of further recognition of our commitment to responsible performance, when earlier in July we were awarded a Major Commendation at the Business Commitment to the Environment (BCE) Environmental Leadership Awards, the longest running, and one of the most prestigious, environmental award schemes in the UK.

We focus on ensuring that both basic and advanced environmental and sustainable factors are monitored and constantly improved, from;

- Ensuring our catering teams are not turning oven's on and not using them
- Ensuring that electrical devices are only used when needed and not left on
- We believe that we keep costs at an acceptable level by using fresh local produce and driving uptake, not reducing costs from poor mass bought produce.
- Cutting our food miles and carbon foot print from using local suppliers
- We have dedicated training courses to ensure that our teams are educated in current environmental and sustainable initiatives.
- From driving uptake, we create jobs in the local vicinity to help the local community.
- The introduction of the eCube into our sites, a device to improve efficiency of our refrigeration units.



BEING GREEN

We have a huge respect for the produce we work with and are committed to driving forward new and innovative environmental schemes that will help protect those resources.

Sustainability practices are therefore embedded at the core of our operating methods and our initiatives for waste management, carbon reduction and sustainability currently lead the way in

the food services industry. The Earth is good to us and in return we are committed to putting back as much as we take out – and demand that our suppliers join us in our efforts.



Improving our Sustainable performance

Across the entirety of Caterlink's operation, we made huge strides in structuring our business to perform with a far greater focus on sustainability. We are not content to rest on the laurels of those successes and for 2010 we had in place wider and more specific goals for the period. Please see below some of our achievements and goals.

- Becoming the first company in the **World** to receive accreditation to the UKAS accredited environmental management system, BS58555 STEMS. 
- July 2007 the group received accreditation to BS EN ISO 14001:2004 – the contract catering sector's first company to be accredited to this standard. We have since, be re-awarded with this year on year.
- In 2007 the group saved 2.4 tonnes of CO₂e by using 100% recycled paper and reducing usage. We have continued to save the same, even with our work force expanding.
- We have reduced the number of convenience printers by 50% despite office population growing by 130%.
- By having our head office as carbon neutral we offset 658 tonnes of CO₂e 
- Successfully diverted 200 tonnes coffee grinds from landfill (target 180 tonnes) by issuing it to customers as compost / garden pest deterrent. This initiative also saved our clients £4,800 on land fill charges. 
- Our group's bio-fuel refrigerated van used 3,000 litres of recycled cooking oil this effectively saved 8.1 tonnes of CO₂e that would have been produced had the van run on diesel
- Since 2007 95% of all fresh produce were supplied by regional suppliers with distances from unit no further than:
 - 80 miles for units inside M25
 - 150 miles round trip for units outside M25
- Caterlink have been awarded Silver Food for Life accreditation within 57 of our borough schools with another 50 sites to be awarded by the end of 2011.
- Reduced electricity consumption to 286,462kWh showing a reduction of 0.45 Kwh per person, equivalent to 5.65% reduction in total (target 5%). 

- Increase in volume of mixed recyclables rose from 0.36kg of total waste produced per full time employee per day in 2007 to 0.52kg in 2008 representing 16.9% increase in mixed recyclables (target 10%) and a reduction in general waste over the same period of 17.7%.
- Achieved a 3% target of reduction of CO2 caused by car travel whilst in the same period increasing Caterlink locations by 15%.
- In September 2008 we began rolling out the programme to recycle food waste into electricity. To date over 50 sites are now using the service.

 - Using the service we have:
 - Recycled over 300 tonnes of food waste
 - Displaced over 60 tonnes of CO2
 - Generated 175 MWH of electricity- enough to provide electrical energy for 30 homes for a year.
- Achieved and maintained our target in 2008 to ensure 95% of all fresh meat coming from British sources. Remaining 5% gap is for lamb products when not in season which are sourced outside of UK.
- Caterlink work with Camden and Islington borough gain "Good Food on the Public Plate" award. An award for excellent work with local and sustainable procurement.
- We use a 100% natural and biodegradable handwash, salad wash, hard surface cleanser and sanitiser were in use across the company. Last year we launch the same for machine dish wash detergent and the rinse aid.
- By the end of 2011 we aim to be providing regular environmental audits to 30% of client sites. Achieved 25%.
- We helped clients manage their fuel charges and minimise their CO2 emissions, 380 eCube installed across the business (target 280) saving up to 25% of energy requirements for refrigerators.
- Successfully introduced non-bleached napkins as standard napkin to 40% of all locations – target 30%
- Caterlink is registered to the Trucost's Environmental Register (TER), of which we have attained a 5 star rating. (Accreditations at the end of this booklet).

Stepping Up our Progress

At Caterlink our sustainable behaviour underlies all that we do. Sustainability is not glibly paid lip service to for the sake of pretty press coverage, but instead, its principles underpin our operation, guiding our relationships, positively impacting our behaviour. Our aim is not altruistic philanthropy but to generate value for all those who affect Caterlink's success: our shareholders; employees; clients; suppliers; the environment and wider stakeholders by innovatively guiding our business' strategy, organisation and operations.

We recognise that operating sustainably makes absolute business sense for us because:

1. Our strong and evidenced sustainable approach provides us with a clear differentiator in a competitive market place
2. Our clients and potential clients want to improve their business' sustainable performance and operating thus allows us to assist them in achieving their sustainability goals
3. Our approach helps us to cement stronger relationships with clients
4. An absence of a proven environmental approach has the potential to exclude us from new business
5. This approach enables Caterlink to better control of our environmental liabilities and reduce our own environmental impact and reduce many costs associated with delivering our service
6. Placing sustainable behaviour at the heart of our business forces us to think differently, be more creative and innovate in how we deliver our services
7. Operating sustainably allows us to comply with legislation more easily and minimises our regulatory burden, especially in areas of our operation where regulation surrounding waste and packaging is in place
8. Operating responsibly is important to our staff and helps us to attract and retain the sector's leading talent.

Spreading the Environmental Message

Whilst we can implement many changes across our business to assist Caterlink's environmental performance, ensuring that we achieve our goals requires the understanding and constant participation of our staff, suppliers and clients.

In June 2009 Caterlink became the first contract caterer to gain the Soil Association's Food for Life catering mark - Bronze for their primary school menus. Since we have been rewarded the Bronze award for all of our schools we operate, and been recently awarded the silver award for our work within the London Borough of Islington. We have also achieved this, and the gold certificate throughout schools in the UK.



This is strides ahead of our competitors and demonstrates our commitment to sustainability in opening our doors to the stringent checks on the following areas before the bronze catering mark was issued.

- No additives and hydrogenated fats
- At least 75% of dishes on the menu are freshly prepared
- Meat is farm assured as a welfare minimum
- Eggs are from cage-free hens.
- Menus are seasonal and in season produce is highlighted
- Menus cater well for all dietary needs.
- A member of catering staff is encouraged to get involved in food education activities

Work with Food for Life and our Borough's

- We have been awarded Bronze in all of our boroughs
- We have been awarded Silver in our schools within Islington
- We are working towards Silver in Camden and Gold in Islington

As well as the benefits from the bronze menus our new silver menus include:

- A range of certified organic or MSC-certified items on our menu
- We use a range of locally sourced items on our menu
- Our, eggs and poultry that are produced in line with standards set for the Freedom Food scheme as a welfare minimum
- We won't serve fish that is on the Marine Conservation Society 'Fish to Avoid' list
- We will display information about the origins of the fresh produce we use
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The BaxterStorey Foundation (Our Groups Charitable Source)

The BaxterStorey Foundation, a registered charity, was formed to channel our charitable activities towards local communities and charitable causes that resonate with the company's core values. The Foundation's main source of funding is from the Down to Earth coffee cup initiative; "For every Down to Earth Coffee sold, a penny-per-cup is donated to the BaxterStorey Foundation". The coffee cup fund raising is supplemented through other individual events such as 'The London to Brighton Bike Ride' and localised events in BaxterStorey, Caterlink, HolroydHowe Independent, Benugo and Portico (our companies) locations throughout the UK.

It is intended that each year, 60% of the funds raised by the Foundation are allocated to the 'School Kitchen Garden Project', this project supports local schools in establishing kitchen gardens and enables our teams to reinforce the importance of fresh food and provenance to children in the local community. The remaining 40% of the Foundation's funds are to be allocated to charities involved in the hospitality sector and or charities that are important to our staff and clients. The allocation of the 40% will be decided by the Gift Aid Committee who will review applications and requests for funds.

School Garden Projects

Caterlink in conjunction with our sister company BaxterStorey is committed to supporting our schools by setting up and maintaining kitchen gardens through the BaxterStorey Foundation. Caterlink is proud of our "Farm to Fork Journey" that endorses the Soil Association's Food for Life Programme. We were delighted to be the first contract caterer to be awarded the prestigious "Food for Life Catering Mark" which recognises our commitment to providing a freshly produced school meal using local and regional produce.



Our aim is to help children to become more aware of how our food is grown, how it should be nurtured through the growing process and the journey of "Farm to Fork".



To support this initiative, Caterlink have created three packages that our schools can apply for, to create a kitchen garden. We would like this project to be sustainable over several years and the chosen schools will need to demonstrate their commitment beyond the initial year.

We have so far issued grants to 10 borough schools in 2010, (list below). Caterlink are now looking to hand a grant to another 10 schools in 2011 and 25 schools by the end of 2013.

- **Laycock Primary School**
Laycock Street, London, N1 1SW
- **Yerbury Primary School**
Foxham Road, London, N19 4RR
- **St. Joseph's RC Primary School**
Highgate Hill, London, N19 5NE
- **Hungerford Primary School & Children's Centre**
Hungerford Road, N7 9LF
- **Edith Neville Community Primary School**
174 Ossulston Street, London, NW1 1DN
- **Gospel Oak Primary School**
Mansfield Road, London, NW3 2JB
- **St. Aloysius Infant School**
28 Phoenix Road, London, NW1 1TA
- **Rhyl Primary School**
Rhyl Street, London, NW5 3HB
- **Copenhagen Primary School**
Treaty Street, London, N1 0UF



Other schools include;

Addington School in Woodley, Oxford Road Community School in Reading, Reading Girls School in Reading, Keep Hatch Primary School in Wokingham, Emmbrook Infant School in Wokingham, Prospect School in Tilehurst and Great Missenden School in Great Missenden.



Staff Communication



All new team members joining the company are introduced to our sustainability policies from the beginning of their careers at Caterlink. Within our induction programme, Mary Dooley, Group Training Manager, leads a session on our environmental and wider sustainability goals, actions and ambitions. It is made explicit to all of our team that they have a role to play in helping us achieve these goals and they understand that they are expected to perform this role within their everyday action.

In addition senior managers and chefs are expected to be ambassadors of our policies and promote their use across our teams. All new managers and senior chefs join our 'welcome to our business' training course and as part of that course, Mike Hanson and Ian Platt, Head of Purchasing, lead sessions with the staff, providing them with insight on what is necessary for change and how their sites are expected to confirm. Ian also leads a session on the importance and process for local purchasing.

Director of Environmental and Sustainable Practice, Mike Hanson, regularly attends all regional operational meetings so that he can provide environmental and sustainability advice, update on new initiatives, take feedback from staff on new ideas for implementation and ensure the teams remain as up to date and fully equipped as possible to perform their role as part of our drive for sustainable practice.



All policies and targets are made available for everyone to see on our corporate intranet and we post regular updates on our performance on the website, through a weekly email and on the company notice boards which are displayed at every site. We also have a Health, Safety and Environment (SHE) group which is made up of personnel from across the business. Within this group we have Environment Champions who encourage people at their sites to maintain our environmental efforts.

Finally we also make annual recognition of the person who has made the greatest contribution to our environmental performance. At our yearly 'Focus on Food' event we will present a 'Green Award' to the person who is recommended by our SHE group.

Client Participation

From point of tender through to managing client accounts, we take every opportunity to consult with our clients to ensure that their services are managed in a fashion that does least damage to the environment.

We provide clients with regular reporting on the impact of their food services on the environment. We have undertaken audits in over 40 sites to assess their environmental impact and in some cases have worked as a consultant for them in managing their environmental performance.

Mike Hanson leads these audits and we are now rolling out a programme whereby site managers have been trained to undertake the audit which provides the client with a full assessment of their site(s), which areas of practice are of most concern, those areas which can be adapted in the short, medium or long term and fuller recommendations for best sustainable operation of their site.

We have regular interaction with clients on all aspects of our service delivery and especially on how we can support sustainability initiatives and we frequently take the lead for our client in introducing new practices. One client was so inspired by our commitment to environmental awareness, that they have converted 2 of their staff mini-buses to run on recycled oil from the kitchens we operate for them rather than diesel.

Supplier Communications

We have a programme in place where senior members of our Procurement Team visit our suppliers and wholesalers. These visits reinforce the quality of relationships and provide Caterlink with an opportunity to reinforce its sustainability objectives to the suppliers and explore ways of us working together to achieve these.

We also have strong relationships with bodies who influence our suppliers' practice such as the Marine Stewardship Council, National Farmers Union and National Pig Association with whom we work closely to ensure that Caterlink is doing all it can to source its foodstuffs from within the UK.



Lee Woodger, NFU Food Chain Chief, National Farmers Union

"The NFU applauds the extensive efforts that Caterlink make to ensure the use and promotion of British Produce in its business, and commitment to Regional and local produce. By building this principal into its procurement policy, Caterlink will only benefit from its value and quality."



The NFU look forward to a continued relationship with the team."

Barney Kay, General Manager, National Pig

"The Caterlink group has shown what is possible when a company decides it really wants to make a difference. In the last 18 months, they have worked with industry and their clients and are now able to say that all their fresh pork and over 80% of the bacon they supply comes from independently Quality Standard Mark (QSM) assured high welfare British pigs. The NPA hope other food service companies follow the example set by their approach to supplying responsibly sourced pork products".

Our Policies and How We Operate

Please see the attached Environmental Policy Statement and Corporate Social Responsibility Statement.

As well as these policies which guide our operation, our practice is reflects the regulation within the BS ISO 14001 standard and we are audited against this standard.

Corporate Social Responsibility

Operating profitably places us in the most positive position to fulfil our CSR ambitions.

At Caterlink we ensure a significant amount of the profit we generate is wisely invested into our business to ensure our staff are skilled and motivated and that our customers receive the freshest, highest quality, food services possible.

Rather than simply driving suppliers' costs down, we invest in our suppliers to ensure their businesses are robust and best placed to support us in delivering innovative, environmentally friendly solutions to our clients. As well as affecting direct stakeholders, we want Caterlink to have a positive impact on the wider community. We have a dedicated charitable programme that through matched giving and their involvement, allows our teams to play an active role in the causes they care about. We support national and local community projects and with a specific eye on health and youth welfare.

To ensure that Caterlink is doing all it can to engage the hospitality community and ensure it has a solid supply of skilled workers; the group plays a committed role within a variety of industry bodies.

Our directors are trustees of industry organisations including Springboard, Hospitality Action and MESV.

We encourage our staff to take part in charitable events by giving them time off and matching their donations. One example is the sponsorship of our Head of Environment to be a voluntary Board member of Groundwork which promotes sustainable communities via environmental action (www.groundwork.org.uk).





Annually, a team of 50 staff take part in the London-Brighton Bike Ride in aid of British Heart Foundation, raising over £15,000.

We have always chosen to reinvest in the communities around us and are regular supporters of local and national charitable causes. In 2008 the group prepared to launch a new trust "The BaxterStorey Group Foundation". A key way to raise funds for this programme will be through our triple accredited coffee sales.

Through this Foundation we donate 1p of profit made from each cup of coffee we sell. Launched in early 2010 its purpose is to provide charitable funding for a wide range of different projects that enhance the communities that affect our success. In particular it will support industry wide training initiatives, our existing links with national health focused charities and our Community Youth Support programme sponsoring potential 2012 Olympic contenders and local community programmes and projects with which our people have close involvement. In its first year of operation, the Foundation is expected to distribute £100,000 to a variety of causes.

Last year Caterlink gave £5,000 back to schools as part of our 2p back from every bottle of Caterlink water sold in our schools and colleges. We have helped our clients support their nominated charities through this initiative scheme.





FRESH THINKING PROTECTING OUR RESOURCES



**SOURCING
GREAT LOCAL
PRODUCE
SUPPORTING
BRITISH
SUPPLIERS**



Certificate of Registration

ENVIRONMENTAL MANAGEMENT SYSTEM - ISO 14001:2004

This is to certify that:

BaxterStorey
The Waterfront
300 Thames Valley Park Drive
Reading
RG6 1PT
United Kingdom

Holds Certificate No: **EMS 523636**

and operates an Environmental Management System which complies with the requirements of ISO 14001:2004 for the following scope:

Head office management and provision of contract catering throughout the UK.

For and on behalf of BSI:

Managing Director, BSI EMEA

Originally registered: **13/08/2007**

Latest Issue: **13/09/2010**

Expiry Date: **13/10/2013**



Page: 1 of 1

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ELECTRONIC CERTIFICATE OF REGISTRATION



CERTIFICATE OF REGISTRATION

This is to verify that

Cater Link Ltd

Licence number: FF20512

Hop House
Lower Green Road
Pembury
Tunbridge Wells
Kent
TN2 4HS

has been inspected and satisfies the requirements of the
Soil Association's Food for Life Catering Mark.

This certificate is only valid for marketing the approved
Food for Life Catering Mark menu.

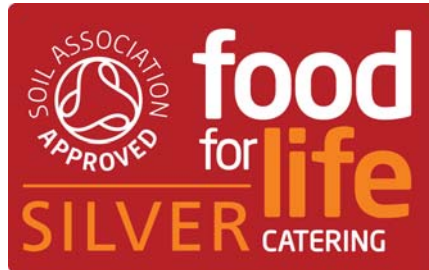
Issue date: **November 2010** Expiry date: **End June 2011**

Valid until the date stated, unless surrendered, suspended or revoked. This certificate remains the property of Soil Association Certification and must be returned on request.

A handwritten signature in black ink, appearing to read 'HBrooke'.

Hannah Brooke, Head of Certification

ELECTRONIC CERTIFICATE OF REGISTRATION



CERTIFICATE OF REGISTRATION

This is to verify that

Cater Link Ltd (for schools in Islington)

Licence number: FF20512

Hop House
Lower Green Road
Pembury
Tunbridge Wells
Kent
TN2 4HS

has been inspected and satisfies the requirements of the
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Hannah Brooke, Head of Certification



TRUCOST^{PLC}

This is to certify that Cater Link Ltd is a member of Trucost's Environmental Register (TER).

Cater Link Ltd has submitted data to the Trucost Environmental Register and has achieved a five star rating.

Trucost Environmental Register

Cater Link Ltd

Carbon Footprint
7,559.00 tonnes



Simon Thomas
Chief Executive of Trucost

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