

vacherin

# Vacherin Cares 2015/16

Sustainability & CSR Report



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## About This Report

Our annual sustainability and corporate social responsibility (CSR) Vacherin Cares report is designed to convey progress in key areas of the business and engage stakeholders.

The Directors of the business maintain full governance over the objectives and implementation of environmental and social responsibility. This report has been prepared with guidance from GR4 guidelines, however, it plans to be fully compliant with future versions.



## From Our Owners

Being a modern and progressive foodservice company begins with providing our customers a delicious meal and enjoyable experience. At Vacherin, we want to continue appreciating the wonderful foods our planet has to offer, and share these with our future generations. It is therefore our responsibility to ensure the produce we purchase has sustainable and ethical credentials.

Since founding Vacherin in 2002, we have remained dedicated to conducting business in an environmentally and socially responsible manner.

As business owners, we recognise a company's value is more than its financial bottom line. Lasting change starts with creating long-term partnerships and targets, and we have taken significant steps over the past year to encourage collaboration within the foodservice industry. We believe every single business and person has a part to play.

We have witnessed a successful year both at Vacherin and the global community. COP21 saw an official outcry from the world to reduce greenhouse gas emissions (GHG), and unanimous acceptance that man-made GHG are impacting the environment in a negative manner, jeopardising our future.

In that context, we want to decouple economic growth from environmental exhaustion, continuing to serve the foods we all love in a responsible manner.

Over 2015/16 Vacherin gained key contract wins and major awards in sustainability & CSR. In January 2015, we launched our I'mPerfect initiative working to bring cosmetically rejected - but still perfectly tasty - fruit & vegetables back into the supply chain. We worked at increasing our recycling, incorporating coffee grounds recycling with Bio-Bean creating bio-fuel to heat homes in London. We increased our 'Red Meat Free Mondays' initiative

reducing GHG emissions from meat consumption by 72 tonnes. We also increased our employee volunteering scheme reaching 248 hours over the year. All this occurred with a 8.8% increase in revenue.

We continue to maintain an ongoing commitment to contribute funding and resources to our sustainability & CSR driving it into the DNA of our business. We are working to reinstate the value of food through our own passion and dedication.

This report shares our efforts to build a better, healthier and tastier future. We hope you'll join us in achieving our goals.

Mark  
Philpott

Clive  
Hetherington

Phil  
Roker

## We are Vacherin

**Name:** Vacherin Ltd.

**Founded:** 2002

**Industry:** Contract Catering; Food & Hospitality Service

**Ownership:** Private Company, limited by guarantee

**Head Office:** Hatton Garden, central London

**Locations:** 30 operations throughout central London

**Customers Served:** 2.89 million annually (approximation)

**Sector:** Foodservice Management operating in corporations such as; Financial services, Legal services, Media, Insurance, Property

**Employees:** 344

**Revenue:** £15 million

**Suppliers:** 64 (All businesses head-quartered in England & Wales)

### Growth



Our philosophy has been to create organic and steady growth which is only possible through long-term planning and partnerships. During the past 13 years, Vacherin has seen a healthy and consistent increase in turnover and operational sites reaching our highest levels to date. During 2015, we brought on 6 new operations.

### Opportunity



There is a strong opportunity for continued growth within the London foodservice management industry. The private sector and its employees continue to request healthy and high quality meals and service within the workplace. In 2015, Vacherin expanded its core business with the Entrée division, to focus on our reception services.

### Future Proofing



As our business grows, it is important to build in risk assessment and future proofing. Sustainability & CSR continue to be integral parts of Vacherin for this reason. Over 2015, we have implemented regular supplier reporting, and upheld our ISO 14001 – working to adapt to customer needs, legislation, environmental impact, and evolving cultural practices.

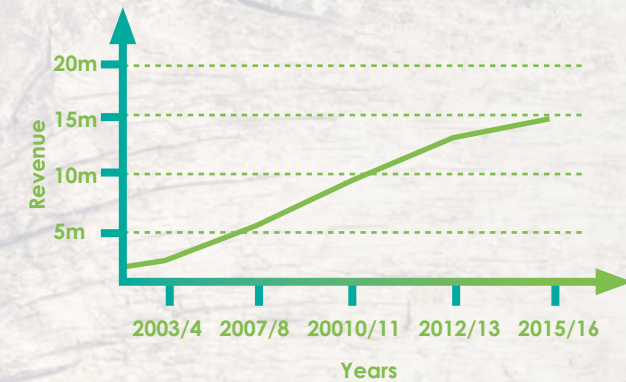
## Value

The value of a company is calculated by more than financial worth. As the impacts of intensive population growth and climate change start to guide policy, a business must consider long-term options. At Vacherin, we continue to assess the availability of resources and environmental consideration as key components to business strategy, and in-turn financial value has grown organically.

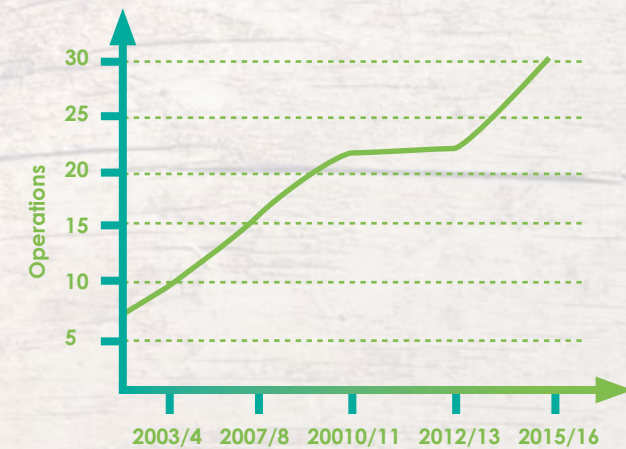
## Ethics

At Vacherin, ethics and sustainability are woven into the fabric of our organisation. Environmental and social responsibility are not mutually exclusive compared to financial growth. Since Vacherin's incorporation, each of these has grown in tandem to reach our most sustainable and financially successful year to date, 2015/16.

### Growth of Financial Value



### Growth in Operations



We have combined 13 years of unbroken financial growth with a deepening commitment to sustainability as the two don't have to be mutually exclusive.

## Food Sustainability for FMs

In October 2015, we partnered with our client CBRE and the non-profit Sustainable Restaurant Association (SRA) to create a Food Sustainability for FMs panel and debate session. We saw experts from around the industry attend and hear talks from the SRA, CBRE, WRAP and Bio-Bean.



## Governance of Business

Economic, environmental and social governance is shared between the Owner Directors with responsibility for implementation laying on the Operations team in tandem with the Sustainability & CSR department.

Vacherin continues to maintain a strong organisational approach to sustainability & CSR meeting International Standards Organisation (ISO) 9001 and 14001.

Stakeholder engagement is used as a vital tool to long-term strategic growth, as we rely on customers, suppliers and employees just as much as those stakeholder groups rely on us.

We work to provide accurate, balanced and transparent information about our purchasing and food production techniques to our clients and customers, conveying our approach to both environmental and social strategies. We offer environmentally friendly meals, along with providing unbiased information, allowing our customers to make educated meal decisions.

## Awards

2015 saw many accolades received by our amazing employees and initiatives.



Edie Sustainability Leaders Awards: Winner of the Sustainability Professional of the Year



Lunch Business Award Winner of the CSR Award category



Foodservice Cateys: Winner of the CSR Award category



Vacherin continues to be an active member of the SRA receiving the highest award of 3-stars in 2015. With 5 of our individual operations across London have receiving their own 3-Star award.

**17% of our sites have received the highest 3-Star award, with a target to have 33% of our sites by 2016/17.**

# Our Food

Food affects all our lives several times a day, with the average Brit consuming over 3,400 calories daily, amounting to over 100 million calories in a lifetime. At Vacherin, our passion for responsibly sourced and healthy food has been vital to our success. We want our customers to be just as passionate about food as we are.

## Trends

Recent estimates suggest the UK imports more than half its food. Issues like climate change, concerns about food waste and workers' rights increasingly affect the worldwide food and drink supply. Our customers and clients are screaming for more provenance information and transparency from food companies, with movement towards healthier and more sustainable meals.

## Priorities

Recent research suggests the top priorities for consumers are for companies to guarantee: meat comes from animals which are looked after ethically, ingredients are responsibly sourced and that employees receive high worker welfare. In order to meet consumers' demands, businesses must steer their supply chain towards healthier, environmentally responsible and ethical products.





## Green Mile



Every year Vacherin creates a marketing calendar. The 2015 calendar was titled 'The Green Mile' focusing on Vacherin's commitment to sourcing and provenance of the high quality food & services we provide. The Green Mile celebrates our connection with local produce and the importance of our partnerships with clients and the suppliers, to be a more ethically and environmentally conscious company.

## Good Egg Award



In 2015 Vacherin received the Good Egg Award for our continued commitment to sourcing 100% free range eggs from British farmers. The Good Egg award is presented by the non-profit organisation Compassion in World Farming, which works with companies to improve responsible sourcing of animal products. Over the past year we prepared 308,500 free range eggs from British farms.

## Good Fish Guide



At Vacherin, we are working to reduce the negative impact on marine life by adhering to the Marine Conservation Society's 'Good Fish Guide' which based on scientific research, provides a list of fish to eat and fish to avoid. Over recent years, Vacherin has implemented a strong seafood procurement policy, continually training our team to ensure we maintain a 100% commitment to responsibly sourced fish.

At Vacherin, we use rapeseed oil, a more stable polyunsaturated fat, for our cooking because it has a better balance of Omega 3 to Omega 6. We source this oil from the Cotswolds as we source British foods as much as possible. Our suppliers, Cambel's (R-Oil), then collect the used oil and send it to their partner to be turned into biofuel to operate farming equipment. The solid by-products can be used as animal feed, creating zero waste.

Rapeseed oil recycled and turned into bio fuel



## Nutritious & Delicious

### Nutritious & Delicious

Our award-winning, healthy eating/ wellbeing offer, 'Nutritious & Delicious' (N&D) is central to our menu ethos at Vacherin. These recipes are designed for staff cafes and restaurants, hospitality and conferencing.

N&D was born with the busy employee in mind and the importance that nutrition plays in the workplace. Eating healthily is vital to keep the brain and body sharp and at its most productive.

Each recipe falls into 4 categories: Well-balanced, Food & Mood, Energising and Superfoods.

In 2016, N&D has been relaunched, with new recipes and modernised branding. We continue to see N&D sales increase, over 2014 N&D sales were at 20% of grab n go sales at our key operations; whilst, over 2015 N&D sales hit 23% of our grab n go sales at our key operations.

Based on sales, we estimate that compared to eating high street brands, our customers have consumed:

- 4,726.27 grammes less salt
- 15,422.56 grammes less saturated fats
- 21,890.09 grammes less sugar



Check out some of our recipes



## Seasonal and local sourcing

Vacherin partners with 64 suppliers that are all headquartered and registered as companies in England & Wales.

Our philosophy is to build long-term partnerships with our suppliers, creating trust and mutually beneficial relationships. When we choose to partner with a supplier, we want to work with those that envision a similar future so when we want to meet environmental targets, our suppliers are equally on-board and able to move in that direction together.

We have a rigorous recruitment process which all suppliers must adhere to including regular provenance and sourcing information submissions ensuring compliance to our policies, such as environmental, purchasing, fish sourcing, and CSR. At Vacherin, we want to source as much local produce as possible, and over the past year we have continued to source 90% of our animal products from British farms.

90% of animal products from the UK



# Our Environment

2015 saw great progress for the international community recognising the problem and potential impact of climate change. COP21 brought together over 190 countries committing "To keep global temperature increase "well below" 2C (3.6F) and to pursue efforts to limit it to 1.5C." An historic event and a great win for future generations. Every business, no matter the size, has a responsibility to do its part.

### Trends

Research suggests the livestock and agricultural industries are responsible for 25-30% of the global greenhouse gas emissions. This is due to the fertilisation, production, packaging, transport and storage of the produce. Livestock have a particularly high level of GHG, compared with many other foods, and are much more resource intensive.

### Action

We are seeing a shift in how people are eating; we want to know more about where our products come from, how they are produced, and where our waste ends up. Every year, the UK throws out enough food waste to fill the Royal Albert Hall 30 times over.



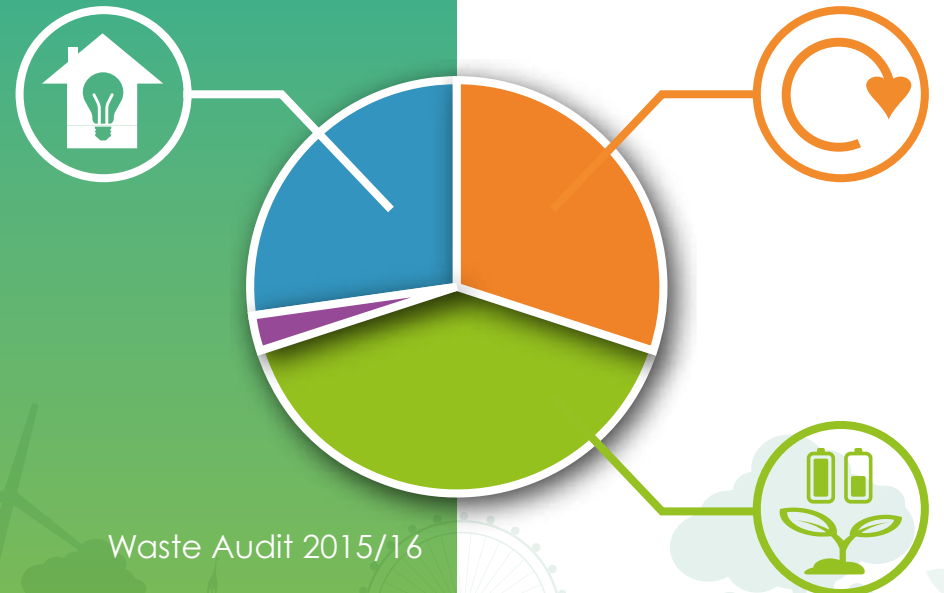
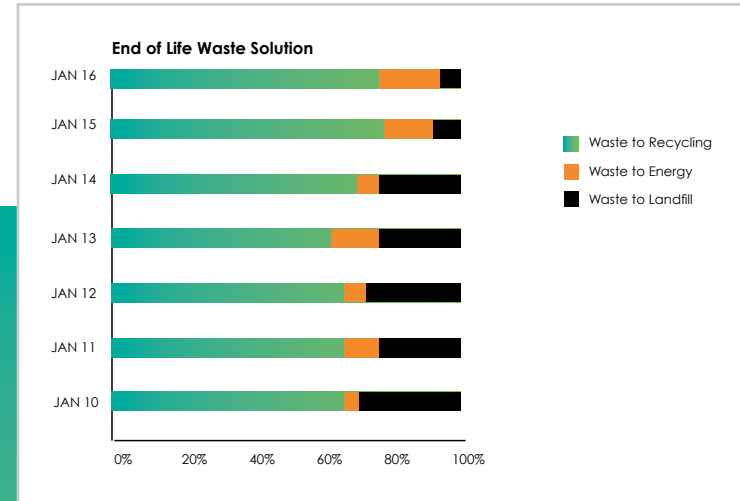
## Waste Audits

Reducing waste output is vital to becoming a more efficient business. The first step is to measure waste production in order to understand where it goes, then working back up the value chain to assess where it originates and how to reduce it. We have been steadily improving our recycling rating and working to reduce the quantity of waste per customer served.

At Vacherin, we train our employees and work with our clients and suppliers, to reduce the amount of waste coming from the food supply chain and preparation. Then we work to ensure the waste that is created makes it to the most sustainable end of life solution.

Over 2015/16, Vacherin sent 71.5% to recycling and anaerobic digestion, 27% to waste to energy and 1.5% to landfill. Over the past year we have partnered with Bio-Bean to recycle our coffee grounds. We have set targets to be zero to landfill and to reach a recycling rating of 80% by 2018.

-  40% recycled to MRF to be sorted and reprocessed into new products
-  31.5% recycled food to Compost & Anaerobic Digestion to create energy and fertiliser
-  1.5% Landfill
-  27% waste to energy sent to an incinerator to generate electricity for homes in London



Waste Audit 2015/16

# I'mPerfect Fruit & Veg

In January 2015 we officially launched our initiative to source from our suppliers fruit & vegetables which do not meet the cosmetic standards of larger retailers. In today's complex food distribution system, a lot of perfectly tasty produce does not make it out of the field, or is sent to waste with claims that customers choose not to purchase it because of the way it looks.

We work with our suppliers, and a collective of other businesses in the food industry to source I'mPerfect fruit & vegetables. Our suppliers send out lists of available produce and our chefs can receive it at a slightly discounted rate.

Over 2015/16, we estimate to have sourced over 3,200kg of Imperfect fruit & vegetables from our primary supplier. Our target for 2016/17 is to increase that up to 6,500kg of produce.

# Red Meat Free

Our Red Meat Free Mondays initiative launched in 2014 has seen wide success. A small change in diet has two distinct benefits for customers. First, lower processed red meat diets lead to increased health benefits, such as a reduction in saturated fats intake, and reduction in chances of bowel cancer. And second, lower red meat diets can lead to reduced greenhouse gas emissions with up to 2 kg less per day, per person!

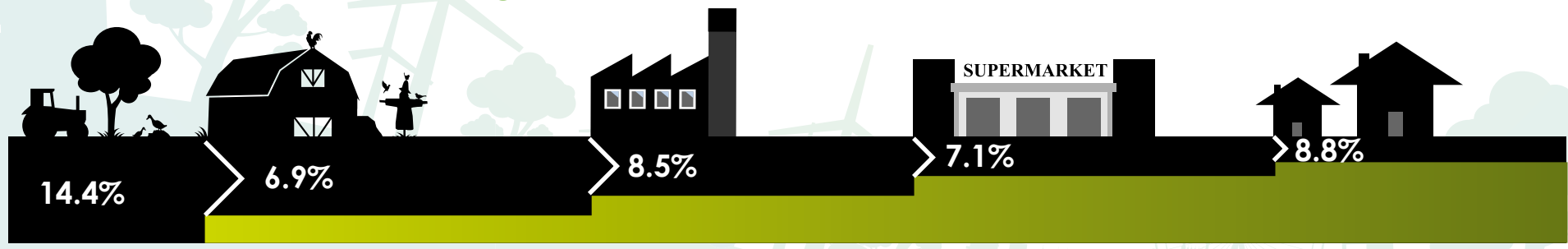
In 2014/15, Vacherin estimated it reduced GHG emissions by 65 tonnes. In 2015/16, Vacherin estimates 'Red Meat Free Mondays' reduced GHG emissions by a slightly larger amount at 72 tonnes of CO<sub>2</sub>e. Many of our kitchens took this on up to 2 days per week in order to increase variety and seasonality of dishes.



144,000 red meat free meals served

## I'M PERFECT

In Europe 46% of Fruit and Vegetables are Wasted



14.4% is left in the field

6.9% is thrown away after sorting

8.5% lost in processing and packaging

7.1% is thrown away because out of date or goes bad

8.8% is thrown away at home

I'mPerfect has diverted 3,200kg of fruit and vegetables from being left in the field or lost in processing and packaging.

## Coffee Grounds

Vacherin has several operations now recycling coffee grounds with the company Bio-Bean Ltd. In 2012, Bio-Bean created a revolutionary process to recycle coffee grounds into bio-fuel including 2 separate types of fuel, a liquid and a solid.

Starting a partnership with the waste management providers across London, Bio-Bean has been collecting coffee grounds commercially since June 2015. Vacherin's operations around central London have recycled an estimated 1,516kg of coffee grounds, helping to heat homes in London. In 2016/17, we would like to increase that number 3 fold, and achieve 30% implementation across our 30 operations.



Helping to  
heat homes  
in London

# Our Community

The private sector continues to gain trust from the public in recent years with the continuing rise of CSR. The importance of community engagement and reputational recognition has been realised. As a business we need our employees and customers just as much as society needs us – as one thrives, so will the other – it is a shared value. At Vacherin, we continue to focus on being a good employer through training our team, volunteering opportunities and employee engagement.

## Share Value

Employee engagement activities are instrumental in creating a positive work-environment. As the Millennial generation fills the ranks of entry-level and middle management positions, they are seeking more than a salary in compensation, they want to work for a company which has a net positive influence on society.

## Trends

Across London, 81% of millennial investors expect a company to make a public commitment to corporate responsibility. Investment in employees and customers pays off for employers as employee productivity increases, less is spent on recruitment and fees connected to turnover rates, and as employees become champions of their company there is an improved reputation among customers.





## Suspended Coffees



In our commercial site, Café at the Ortus, Maudsley Learning, we have a suspended coffees programme whereby customers can purchase a coffee for someone in the queue behind them, or for later consumption. Over 2015 we sold 179 suspended coffees!



## It's Part of Our Job



In 2015, all Vacherin job descriptions and supplier contracts had environmental and social responsibility terms set into them in order to make sustainability & CSR part of standard operations procedure. It's part of every employee's job.

## Sustainability Training



Vacherin requires its employees to attend rigorous training sessions, including Marketing & Merchandising, Health & Safety, Management, and Sustainability. All Vacherin employees receive sustainability inductions and refreshers, along with quarterly outings to sustainable venues, cafés, and restaurants.



## Apprenticeship

The Vacherin apprenticeship scheme was created to provide an opportunity for new chefs to receive a well-rounded start in the foodservice management industry whether he/ she is fresh out of university or changing careers. This in turn helps us train the next generation of chefs, and creates a great recruitment process.

The apprenticeship scheme is a yearlong programme starting with all aspects of health and hygiene/safety through to knife skills, soups and sauces, pastry and baking, fish prep and butchery, learning everything needed to gain a commis chef position in the industry.

Vacherin selects apprentices through a rigorous induction, looking for potential candidates who have a passion for food, innovative, sustainability, willingness to learn with loads of ambition.



### Chandni Vyas

Over 2015 we have been honoured to have Chandni Vyas as our apprentice. A successful business woman, she wanted a change and came to us brimming with passion especially for baking. Chandni has helped Vacherin develop its gluten free line, for those with coeliac disease, and has since been hired on as a commis chef.

*"Everyone at Vacherin has been amazing. I've learned a lot from the apprenticeship programme, and I'm really happy with my new career in the kitchen."*

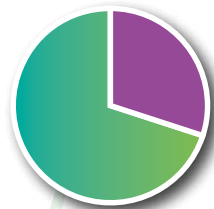
## Employee Spotlight

### Andrew Lane

Catering supervisor at one of our key operations, Andrew was promoted in 2015 and has been doing a supreme job. In Vacherin's 2015 Hot Shots awards, Andrew received Employee of the Year. Starting out as a café assistant and eventually moving into the kitchen, Andrew knows what our client wants, is able to deliver, and is passionate about his work exploring every opportunity to learn as the chance arises.



## Good Employers

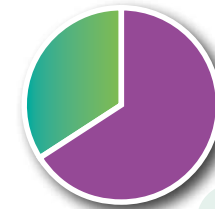


**Turnover Rate 26%**

Sector avg is 31.4%



**Gender Balance  
56% male**



**66% of staff over  
London living wage**

## Employee Engagement

As a responsible business, we want to provide our employees with perks outside of a salary. Through our Vacherin 'Life Plan' we offer our employees the opportunity to improve their skill-sets by providing extensive training programmes as well as, external training options. Our employees can receive NVQs or find specific training courses to attend. Well trained employees are vital to a successful business.

Vacherin also offers annual travel card interest-free loans. If employees would like to purchase an annual travel card, Vacherin will pay for it and deduct it from his/her monthly salary. Vacherin is also a participant in the Cycle-to-Work scheme, which employees can receive from 20-40% discount on the purchase of a new bicycle at participating businesses.



"The Vacherin Life Plan is a great benefit, over the years I've been able to take part in a lot of amazing training opportunities, the most recent of which was in Spain, where I was learning from some of the best chefs in the world!"

**Chef John Lynch**

## Sustainability Focus Group

As part of ongoing sustainability training, every quarter the Sustainability & CSR Lead organises an outing to a sustainable venue or foodservice location to learn how others are attacking food sustainability.

**Growing Underground** – A group of 20 employees visited Growing Underground, a company using hydroponics to grow microgreens in an old WWII bomb shelter located 33 meters under high street Clapham. After learning about the unique technology, the group discussed challenges, solutions, and innovations in food sustainability.



**Bywaters MRF** – A group of 10 employees visited a Materials Recovery Facility (MRF) in Bow, London operated by the waste resources company Bywaters. The group had a tour around the facility to observe, first-hand, how the mechanics work and how each of the types of waste are sorted. Then the team received a short workshop on the different types of waste and the importance of segregation.



## Customer Engagement

At Vacherin, we consider it part of our responsibility to provide unbiased and research based information around food choices. We want our customers to trust our food and make educated menu choices, whether that is a bacon sandwich for breakfast or Fairtrade coffee and a free range omelette.

### Earth Day

At Vacherin, we celebrate 'sustainable' holidays such as Earth Day, helping to raise awareness of environmental and health related issues. Engaging our customers to learn more about food and our planet.

### Green Cards

We work to educate customers about sustainability initiatives and what they should expect from foodservice companies. Our set of Green Card marketing concisely convey our initiatives encouraging customers to engage in conversation these important issues.



# Volunteering

Vacherin maintains a 2-paid days per year volunteering policy for its staff. We encourage our team to connect directly with charities and social enterprises which Vacherin supports or to find something which resonates personally to pursue.

## Deptford Reach

Vacherin sends employees from its Head Office, Kitchens, and Front of House to help prepare and serve food to clients at Deptford Reach, a community centre helping people to rebuild lives that have been damaged by homelessness, mental illness, drug or alcohol abuse and social exclusion.



## Luminary Bakery

Vacherin has partnered with Luminary Bakery, a social enterprise teaching apprentices who have experienced exploitation, domestic violence or low-income, employable skillsets to secure full-time employment. Vacherin sends chefs to teach the apprentices baking and food preparation skills.



# Our World

Some facts and figures



20-40% discount on the purchase of a new bicycle



We recycled 71% of our wastage across all our operations



10,410 litres of rapeseed oil recycled and turned into biofuel



Every kg of UK Lamb has a carbon footprint of 14kg CO2e



14.5% of global greenhouse gas emissions come from the Livestock Industry



4,645 litres daily water usage per British citizen



Over the past year we've had 25 employees volunteer 248 hours for local charities and social enterprises



308,500 freerange eggs from British farms



Recycled over 1,500kg of used coffee grounds to be turned into biofuel to heat homes in London



90% of our animal products are from British farms

## I'M PERFECT

In 2015 we officially launched our I'mPerfect initiative sourcing over 3,200kg of fruit & vegetables which don't meet the cosmetic standards of larger retailers.



## Sneak Peek of 2016/17

### Sourcing

Vacherin continues its work through improved sourcing, working with our suppliers to improve the value chain and reduce waste. Initiatives like the I'mPerfect fruit & vegetables and coffee ground recycling will continue to progress.

### Low-Carbon Menu

Vacherin has launched a low carbon menu called, "The Greener Choice" in line with the 2016 marketing calendar theme, 'The Vital Ingredient ~Naturally'. A Greener Choice provides customers with information and awareness of healthier and low-carbon options.

### Want to learn more....

Vacherin Ltd a specialist London caterer, dedicated to delivering the highest quality food and service to discerning business organisations. Focused on creating an exclusive portfolio of clients within a very tight geography, to whom our commitment is to remain.

small enough to care, large enough to deliver

Contact:  
Anthony Kingsley,  
Sustainability & CSR Lead

A: 16-18 Hatton Garden,  
London, EC1N 8AT

W: [www.vacherin.com](http://www.vacherin.com)

T: @VacherinLondon

L: Vacherin



vacherin

16-18 Hatton Garden  
London EC1N 8AT

**T:** 020 7404 2277

**E:** [taste@vacherin.com](mailto:taste@vacherin.com)

[www.vacherin.com](http://www.vacherin.com)