



# VACHERIN CARES 2017/18

*Sustainability and CSR Report*

# CONTENTS

We Are Vacherin **4**

Our Food **8**

Our Environment **14**

Our Community **18**

Our World **22**

## VALUE

Vacherin has been built on values that stretch beyond the bottom line; ethics and sustainability are woven into the fabric of our organisation. With 15 years of operation, we have achieved year-on-year financial growth, while continuously improving on a wide range of sustainability metrics.

We have demonstrated, beyond a doubt, that financial growth and sustainability in business are not mutually exclusive.

## FROM OUR OWNERS

The last 12 months have shown that we are living in increasingly tumultuous times; Britain is officially on its way out of the European Union, which has far reaching effects for the hospitality sector on the price of produce, availability of labour and uncertainties for environmental regulation.

David Attenborough shocked everyone, including the UK Environment Secretary, by televising the damage done to the world's oceans through plastic pollution. Coupled with China banning imports of recyclable waste for fears it is too hazardous to manage, this shows it is imperative for us all to consider our impact. It is therefore our responsibility to ensure we conduct our business in a sustainable fashion, taking into account provenance, people and planet.

In 2017/18 we took a first step and removed all plastic straws from our operations, switching towards biodegradable alternatives. We continue to be a zero to landfill business. In the past year we diverted 6,920kg of 'I'mPerfect' fruit and veg, recycled 11,210kg of used coffee grounds and 11,520 litres of used rapeseed oil.

We're delighted that Vacherin continues to be recognised as a sustainability leader in the wider industry. In 2017, we were the only contract caterer to make the Sustainable Restaurant Association's top 20 list showcased as part of the Food Made Good Business of the Year Award. We were also in the top 25 with the GivX Community Investment Awards. Not to mention winning a Foodservice Catey for CSR.

All of this has been accomplished alongside unbroken financial growth, demonstrating the intrinsic value that sustainability and corporate social responsibility can bring to an organisation.

Trends show we are collectively moving towards a flexitarian diet, cutting down on the amount of meat we eat as a nation, improving our health and reducing our carbon footprint simultaneously. Vacherin will be developing more plant-based menus and swapping traditional ingredients for healthier options to meet our customers needs.

We look to build upon our work in the community for 2018 and beyond, strengthening partnerships in the charity space. We will stay ahead of the curve with environmental management, continually working with our clients to find the best possible solution for every individual business.

At Vacherin, we plan on serving exceptional food for generations to come. We've published this report to share our journey so far in building a better and tastier future for all. We look forward to continually working on our sustainability with you.



*Clive*

Clive  
Hetherington

*Phil*

Phil  
Roker

*Mark*

Mark  
Philpott

*Our philosophy has been to create organic and steady growth which is only possible through long-term planning and partnerships*



## COMPANY PROFILE

**Name:** Vacherin Ltd

**Founded:** 2002

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

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

**Locations:** 42 operations throughout central London

**Sector:** Food service management operating in corporations including financial services, legal services, media, insurance and property

**Employees:** 435

**Revenue:** £25 million

**Suppliers:** 68 (all businesses head-quartered in England and Wales)

## GOVERNANCE OF OUR BUSINESS

Since its inception in 2002, Vacherin has remained proudly independent, with its three Owner Directors leading on innovation, strategy and day-to-day operations.

Economic, environmental and social governance is shared between them, with the Operations and Sustainability departments taking the lead on implementation. Sustainability is also integral to every role at Vacherin, which contributes to good and effective governance.

Additionally, stakeholder engagement is used to help shape long-term strategic growth, with our customers, suppliers and employees having as big an impact on us as we have on them.

Further, we work to provide accurate, balanced and transparent information about our purchasing and food production techniques to our clients and customers, detailing our environmental and social policies.

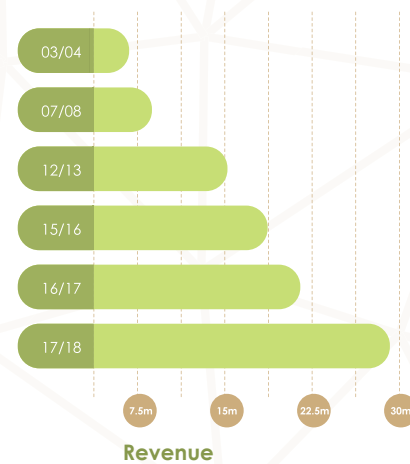


## AWARDS

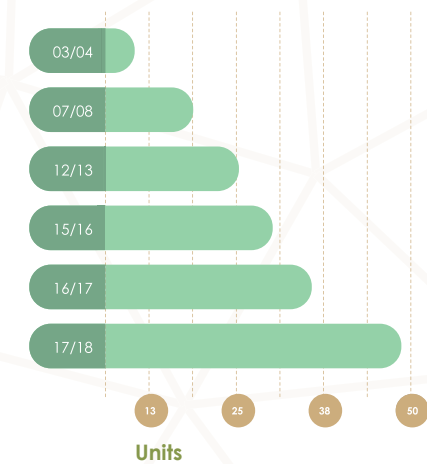
We're very proud to have our hard work in sustainability recognised across the industry in 2017 with a number of awards and accreditations.

Vacherin continues to be an active member of the Sustainable Restaurant Association, maintaining our 3-star accreditation in 2017 and placing among their Top 20 Sustainable Businesses of the Year.

### GROWTH OF FINANCIAL VALUE



### GROWTH OF OPERATION



#### Winner:

Foodservice Cateys – CSR Award

#### Highly Commended:

Footprint Awards – Waste Management and Reduction

#### Finalists:

Cateys – CSR Award

Sustainable Restaurant Association – Sustainable Business of the Year

Sustainable City Awards – Health & Wellbeing

GivX Community Investment Awards – Top 25

Global Good Awards – Building Sustainably

We maintain International Standards Organisation (ISO) 9001 and 14001





# FOOD

*We insist on the finest quality ingredients, serving seasonal produce to our customers with a guarantee of responsible and ethical sourcing.*

*Over the past year, we have prepared 479,160 delicious, free range British eggs.*

## RESPONSIBLE SOURCING

We are passionate about provenance. Over 90% of our animal products are sourced from the UK.

Our sustainability policy guides us on how we work, who we work with, and where we source ingredients from.

These principles safeguard the livelihoods of small businesses, support rural communities with jobs for local people and protect animal welfare.

## LOCAL AND SEASONAL

Our suppliers are integral partners for us and we take pride in fostering strong, transparent and long-term relationships across our supply chain.

Vacherin partners with 68 suppliers, all of whom are registered and headquartered in England and Wales. Our rigorous selection process ensures that each one meets our high standards, and regular auditing helps us to ensure that these standards are continually maintained.

## COMMITMENT TO FREE RANGE

Vacherin are committed to sourcing 100% free range eggs from British farmers. We continue to uphold this award winning policy, ensuring we only use free range reared hens in our sites.



## SUSTAINABLE SEAFOOD

Over half of the fish we eat in the UK is eaten outside of the home. As such, our role as a caterer comes with a level of responsibility for protecting the world's oceans by ensuring every meal containing fish or seafood that we serve has been responsibly sourced.

Our Sustainable Seafood Policy covers a broad range of issues within the fishing industry, such as environmentally-friendly fishing methods, responsible farming methods, seasonality, provenance and species awareness. All of our sourcing adheres strictly to guidance from the Marine Conservation Society's Good Fish Guide, to help our chefs make the right choice every time.

## SUPPORTING GLOBAL FARMERS

While we're proud to say that the majority of our produce comes from the UK, there are certain items that we simply can't source locally.

Each of our coffee suppliers uphold strict standards in direct and ethical trading with farmers and the tea on our sites is certified either Fairtrade or Rainforest Alliance.

## RAPSEED OIL

We use rapeseed oil for cooking in our cafés as it has a better balance of Omega 3 to Omega 6 and it's a great source of vitamin E. All of our cooking oil is sourced from the Cotswolds and is recycled back at the same farm, promoting a circular economy approach, which turns used oil into biofuel for agricultural equipment.

*"We have a history of long-standing, sustainable partnerships with our farmers; direct relationships which positively impact the community. This means regular communication and knowledge sharing, paying premiums which encourage a quality-pays ethos, and helping farms embrace new innovations."*

*"In the UK, a custom built afterburner eliminates VOCs from our emissions and a "built not bought" ethos sees the restoration of second-hand roasters to a point of higher efficiency than when new. In 2017 we introduced a new partnership to recycle our waste coffee grounds and the roastery now operates on 90% renewable energy."*

Gemma Screen, Extract Coffee Roasters

## NUTRITIOUS & DELICIOUS

At Vacherin, we understand that being a responsible business means looking after our customers as well as our planet. We're focused on supporting our customers to make healthy choices.

Our award-winning, healthy-eating range Nutritious & Delicious (N&D) is central to this idea. With over 160 recipes this concept has been created with our customers in mind and the importance that nutrition plays in the workplace for productivity and wellbeing.

In 2017, we pushed our N&D range even further by making every meal available on MyFitnessPal. By integrating our services with readily available technology, our customers can access full nutritional information before they buy, to help them make an informed decision on meals to fit their individual lifestyles.

Based on 2017 sales, we estimate that compared to eating high street brands our customers have consumed:



**3,395** grams less salt



**30,240** grams less saturated fats



**21,420** grams less sugar

THE FOODS YOU LOVE  
JUST...

**Better  
for  
You**

## BETTER FOR YOU

In 2018, we're taking our commitment to health and wellbeing even further with our new range Better for You. We've taken a delicious selection of our customers' favourites and swapped out some of the key ingredients to make them 'better for you'. Our swaps mean that Better for You dishes have less saturated fats, sugars and refined products and increased fibre, protein and nutrition levels.

For example:

Bechamel → white bean puree  
Pasta sheets → thinly sliced squash  
Beef mince → puy lentils

Buttery pastry → quinoa crust  
Eggs → soaked chia seeds

## FUTURE FOOD TRENDS

As vegetarian and vegan diets continue to rise, Vacherin are driving change in our kitchens. We're working closely with our chef development team on increasing the quantity of plant-based dishes in 2018 to satisfy customer trends and lower our carbon emissions.



# COMMUNITY

*Part of building a sustainable business is ensuring that our customers, our employees and our wider society are happy and healthy. Throughout 2017, we have continued to place our focus on being a good employer as well as a valuable member of our local community.*



## GOOD EMPLOYERS

### Gender pay gap



Women's mean hourly rate is **10.3%** lower than men's,

predominantly driven by the high proportion of our senior chefs who are male

**85%** of staff on wages which meet or exceed the London Living Wage.

We have committed to raise this to 100% for all full time staff by the end of 2018



Company gender balance

**53.5%** male

**46.5%** female

## OUR EMPLOYEES

Fundamental to our values is that we take more than a business interest in our staff – we think holistically – concentrating on staff wellbeing and personal development.

We have developed a unique document called 'Life Plan', designed as a personal working handbook to record professional and personal life goals. As we gain a greater understanding of our employees and their needs we provide each employee with a tailor-made plan for their all round personal development.

Every training programme is created collaboratively to ensure we meet every individual's development aspirations, facilitating their growth alongside that of the business. Vacherin supports and funds extensive training for our staff; our employees can work towards NVQs or specify particular skills they'd like to develop and sign up for a relevant course. When our staff thrive, our business thrives with them.



## SUSTAINABILITY FOR OUR STAFF

Sustainability at Vacherin isn't just for our managers or chefs; we ask every member of staff to play their part in building a sustainable business. To facilitate this environment, social responsibility terms are set into every Vacherin employee's job description.

### Inductions

We deliver sustainability inductions as part of our mandatory training programme, which every member of staff is required to attend. These sessions provide a solid background on the principles of corporate responsibility, how Vacherin work sustainably and how each job role can implement positive changes to create a wider impact. This empowers all of our staff to play their part in making a difference in their teams, their units and their wider environment.

### Sustainability Focus Group

To engage staff with sustainability throughout the year we hold quarterly Sustainability Focus Groups. Four times a year, we arrange an outing to an external location for our staff to learn more about how other organisations are tackling sustainability. The visits are open to all Vacherin staff and give an opportunity to hear about sustainability in a wider context, to inspire staff with new ideas and problem-solve with staff from across the wider business.

## PARTNERSHIPS IN SUSTAINABILITY

Vacherin have always been passionate about building a successful business as well as ensuring that we make a positive contribution to our environment and community. We recognise that we have a bigger impact when we collaborate with others, which is why we work hard to foster strong relationships with organisations who share our values.

## SUSTAINABLE RESTAURANT ASSOCIATION

Vacherin have been members of the Sustainable Restaurant Association since 2014. We work closely with this not-for-profit organisation to promote responsible sourcing, environmental management and social justice. Our partnership with the Sustainable Restaurant Association has allowed us to collaborate on important issues, as well as learn and develop through their community of passionate food businesses.

In 2017, we were proud to be the only contract caterer shortlisted in their Top 20 Sustainable Businesses of the Year as a result of our fantastic score in the Food Made Good accreditation scheme.



*Vacherin staff are involved in volunteering at the centre with time, skills and support on a regular basis.*

## VOLUNTEERING

We encourage our staff to support their local communities, offering two paid days annually for volunteering activities. We don't dictate which charities these days should be taken. Team members are welcome to connect directly with charities that are close to their heart or in their local community. We do also promote specific opportunities throughout the year, for any staff looking for a little inspiration.

### Luminary Bakery

Luminary Bakery have been Vacherin's partner charity for 12 months. We support this social enterprise in east London, which offers opportunities for women who have experienced social or economic disadvantage, to build their skills and improve their futures.

In 2017, Luminary Bakery opened their very own café in Stoke Newington, launched a stall at Borough Market and began a partnership with Ben & Jerry's. They also launched a mentoring scheme which Vacherin took part in, pairing professional female volunteers with bakery graduates to help them with their next steps.

37 women have now graduated from Luminary's programmes with 88% going into employment, further training or enterprise. Five new businesses have been created by these entrepreneurial graduates.

### Deptford Reach

Vacherin has a close partnership with Deptford Reach, a crisis intervention day centre. The charity helps people affected by homelessness, mental illness, substance abuse and social isolation to rebuild their lives in a safe environment. They provide a range of support, training, advice and practical help to their clients, as well as a warm space, good food, showers and the opportunity to socialise. Vacherin staff are involved in volunteering at the centre with time, skills and support on a regular basis.



LUMINARY  
BAKERY



**Mazi Mas**

Chefs at Vacherin have shared their knowledge and skills to aid Mazi Mas, a social enterprise dedicated to supporting women from migrant and refugee communities. They provide opportunities for women who aspire to careers in the food industry to gain paid work experience, develop their skills, tell their stories, and connect with the wider public.



**GIVING BACK**

For our fifteen year anniversary as a business, we are aiming to raise £15,000 for charity in 2018. Our commitment goes above just financial donations as we look to further build upon long-lasting partnerships with local community groups and charities for next year and for many years to come.

**SUSPENDED COFFEES**  
At Ortus Café in Denmark Hill, we have introduced a suspended coffee programme. Customers who are feeling generous can purchase a coffee for someone in the queue behind them, or for later consumption. Since introduction, we've sold almost 400 suspended coffees, enabling our customers to do something good for their community. A small act of kindness makes a big difference!



# ENVIRONMENT

*At Vacherin, cutting waste is a top priority.  
We work with our employees, clients and suppliers  
to identify opportunities for greater efficiency.  
Year on year, we monitor and deliver improvements  
across recycling rate across all operations.*



## ZERO TO LANDFILL

In 2015, we set ourselves the target to achieve zero waste to landfill by 2018. In 2016, we delivered on this target two years early and in 2017 we have maintained our zero to landfill status despite taking on seven new contracts.

We are proud to be the first contract caterer to achieve zero to landfill status and even prouder to have been able to work alongside our clients to maintain it over the last 18 months.

We continue to make progress towards our ambitious target of 80% recycling by 2018 and will work with all new and existing clients to maintain our zero to landfill status in coming years.

### Total business waste 2017/18



*We've banned all plastic straws across our business; all our straws are now 100% biodegradable*

## FOOD WASTE

Every year, the UK food service industry throws out a million tonnes of food, enough food to fill the Shard almost 11 times. At Vacherin, we recognise that wasted food is bad for our environment, but it's also bad for business. This is why we continue to work hard developing new and more efficient ways of managing our food; celebrating less-used ingredients, cutting our waste, and ensuring any unavoidable waste reaches its most sustainable end-point.

Over 2017, Vacherin's Executive Chefs have developed a huge range of recipes to tackle avoidable food waste, for instance by making use of the leftover pulp from our popular made-to-order juices in baked goods and veggie burgers.



## RECIPE – VEGGIE PULP BURGER

This recipe not only utilises plant-based ingredients, but also makes the most of leftovers from our healthy veg-led juices. Vegetable pulp makes a great base for veggie burgers – just add your favourite toppings. We'd recommend using a free-range egg to bind the burgers and British rapeseed oil to fry.

### INGREDIENTS

- 150g juice pulp
- 1 free-range egg + 1 yolk
- salt and pepper to taste
- ½ teaspoon garlic powder
- ½ teaspoon smoked paprika
- 200g white beans (tinned) drained
- tablespoon British rapeseed oil
- ½ tsp chilli flakes
- 150g gram flour
- Pinch cardamom seeds
- Additional fillings of your choice

### METHOD

1. Combine the juice pulp, eggs and spices in a bowl and mix well with a spoon. Crush the beans, add them in and mix. The beans help give the burger some texture and help with binding.
2. Refrigerate the mix for 1 hour until it has firmed up.
3. Form the mix into burger shapes preferably the same width as your bun.
4. In a large skillet over medium-low heat, warm up the olive oil. Place two patties into the skillet and cook for around 4 minutes per side until golden brown.
5. Serve on seeded buns with your additional burger toppings.

## I'MPERFECT FRUIT AND VEG

Food waste doesn't just happen in the kitchen; a significant amount of food waste in the UK occurs before produce even reaches consumers. Cosmetic standards applied to fruit and vegetables mean that crops can be simply left in the field or thrown away in the sorting process because they cannot be sold.

Vacherin launched our I'mPerfect programme in January 2015 to create a market for produce that would otherwise be wasted. It is now fully embedded into our business, with wonky fruits and vegetables being celebrated across our sites.

In 2017, we diverted 6,920kg of I'mPerfect fruit and vegetables from being left in the field or lost in processing and packaging. We're aiming to increase this to 9,000kg for 2018.

**I'MPERFECT**

*"All the I'mPerfect produce we buy is just as healthy, beautiful, nutritious and delicious - our customers don't mind that it looks a little different! With so many delicious fruits and vegetables going unsold, we're proud to do our part to avoid the needless waste."*

*Working with our suppliers to source I'mPerfect fruit and veg means we reduce food wastage but also cut costs and, as importantly, gives us the opportunity to put our own green values into practice every day at work!"*

The team at Ortus Café, Denmark Hill

## BIO BEAN

As well as sourcing coffee with strong ethical principles, we also ensure used coffee grounds meet a low-carbon end. Using bio-bean as our recycling partner results in 60% less emissions than sending coffee grounds to landfill, 30% less than anaerobic digestion, and extracts far greater value from the individual waste stream than when sent for composting.

*“At bio-bean we are hugely appreciative of and grateful for the hard work Vacherin put in to influence and encourage their clients to find the right solution for their coffee waste via bio-bean. Not only are Vacherin supporting their clients in protecting our planet by ensuring their coffee waste doesn't end up in landfill, but they are helping their clients to reduce their waste disposal costs. Sustainability really is part of the fabric of Vacherin and we deeply share their values.”*

Julia Porter, bio-bean

*Over 2017/18, Vacherin have recycled an estimated 11,210kg of used coffee grounds; turning waste into carbon neutral fuels*

## REDUCE, REUSE, RECYCLE

Images of the negative impacts to the world's oceans shown in David Attenborough's Blue Planet II TV series have allowed the nation to reassess its reliance on items that we use for mere minutes but pollute the environment for centuries.

It's predicted that by 2050 there'll be more plastic in the sea than fish. Vacherin are making a conscious move to accelerate our reduction of waste by encouraging reusable and recyclable alternatives to single use disposables, that don't cost the earth.





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## Want to learn more...

Vacherin Ltd is 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:

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