



By Appointment to
Her Majesty the Queen
Suppliers of Fine Cheese
Valvona & Crolla Ltd

VALVONA & CROLLA®



Social & Environmental Policy

Commitment & Aims

As a fourth generation family business, Valvona & Crolla is committed to working in a way which promotes ethical sourcing, operating policies and upholds human rights and equal opportunities. We strive to achieve best practice in the running of the company, and feel a strong sense of responsibility to our staff, customers, suppliers, as well as our local community and the environment at large.

This document contains detail of our commitments and aims, and is a policy statement which we publish to our staff, customers and suppliers, and review annually.

Responsibility

Francesca Contini, Director, is responsible for ensuring our Social & Environmental Policy is implemented. All Managers and Supervisors have a shared responsibility to ensure this policy is adhered to.

Current Commitments

Employees

Our team is integral to successful operation of the Company. Every person is an ambassador for Valvona & Crolla, and should feel fulfilled and rewarded in their work.

- We have a detailed staff handbook which explains the legal rights of all employees, and our legal responsibilities to them. Also clear and open pathways for discussing concerns or queries.
- We do not use zero hour contracts. All staff have a salaried contracts based on the number of hours that they can regularly commit to the company.
- We have an equal opportunity policy and employment and remuneration is based on performance and ability. We do not discriminate against gender, race or religion.
- We do not discriminate against, and actively support members of our team with disabilities and promote positive mental health.
- We offer in house training on our own policies, regular appraisals and opportunities for promotion, and financial support for outside training and personal development.

Customers

Ensuring our customers receive the best products and experiences is core to our company.

- We promote healthy eating and cooking, which is supported by demonstrations, sampling and our V&C cookery book.
- We promote children's cooking with a number of children's cookery books written by our Director, Mary Contini.
- All our Caffe Foods are freshly prepared with best quality locally sourced, or continental produce. We do not use Soya or GM ingredients, preservatives, chemical raising agents or flavour enhancers in our cooking and baking produce.
- We strive to overdeliver on quality to ensure our customers receive best value.

Environment –

- We are committed to minimising our environmental impact, and continually reviewing and improving our performance as a key part of our business strategy. Our detailed policy can be found in our Environment Management System Document.

Local Community

- We support a variety of small and large charities throughout the year. This may be in the form of financial contributions, donations of food or drink to support with events, or donations for gifts or raffle prizes.
- We invite school children to come to the shop for sensory experiences.
- We send food that has not been sold but is still good to a local charity which supports homeless people in the city.

Human Rights and Ethics

- Valvona & Crolla is committed to meeting its responsibility to respect human rights as defined by the UN Guiding Principles on Business and Human Rights. We work with suppliers who give us assurance that they also abide by these Principles. Many of our supplier relationships have been built over many years, and the Directors have visited their production facilities personally.
- We aim to ensure that our suppliers uphold workplace standards and employment standards that are both legal and ethical. We do not and would not work with any supplier or company which we know to exploit people or resources.
- We ensure that our products are ethically sourced, usually from small artisan suppliers. We aim to ensure that fabrics or ingredients used in the manufacture of products that we buy are ethically farmed or produced, and without causing harm to the local community.
- We hold regular meetings with our suppliers and discuss business and working practices as part of these meetings.

Traceability

- All of our suppliers are certificated with full traceability available for all products; flour for bread, cheese and cold meats from producers or wholesalers and dry foods such as coffee beans, olive oil, biscuits etc. and all wines and spirits.
- Full traceability is built into the method of purchase and supply and we keep records of all kill tags and batch numbers of fresh produce we procure.
- We work with small and artisan producers, and trusted suppliers to ensure there is full traceability and accountability of supply to the source of production.

Sustainability & Supply Chain

- We promote those products that come under the auspices of Slow Food as much as we can to assist sustainability, and support local producers wherever possible.
- We take all precautions to avoid Soya base products, and ensure our coffee beans come from locations without environmental impact.
- Where we buy woven products such as lambswool and cashmeres we request evidence that fibres are sustainably sourced

Francesca Contini

Director

Last Review Date 04/03/2018

Next Review Date 04/03/2019