



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

VALVONA & CROLLA®



Environmental Management System

Mission statement

In line with the ethos of Valvona & Crolla, we believe that our responsibility to the environment goes above and beyond that which is legally required.

We are committed to minimising our environmental impact and continually reviewing and improving our performance as a key part of our business strategy. We seek advice from specialist organisations to adopt best practice, and continually review our products and operating methods.

We encourage our customers to consider their environmental impact, and work with our suppliers to strive to the same principles to ours.

Responsibility

Francesca Contini Mackie, Managing Director, is responsible for ensuring our Environmental Management System is implemented. Our Board, Managers and Supervisors have a shared responsibility to ensure this policy is adhered to.

Policy aims

We endeavour to:

- Comply with and exceed all relevant regulatory requirements
- Continually improve and monitor environmental performance
- Continually improve and reduce environmental impacts
- Incorporate environmental factors into business decisions
- Increase employee awareness and training

Current Commitments –Scope 1 & 2

All our Scope 1 & 2 emissions are monitored, recorded and reported on our Carbon Footprint.

Energy and water

We aim to reduce the amount of energy used as much as possible: predominantly electricity for lighting, refrigeration, tills and computers and gas for heating and cooking.

- Our building roof spaces are fully insulated to minimise heat loss.
- Lights, electrical equipment and coffee machine are switched off when not in use and at the end of the evening
- Lighting is fully LED across the Company
- Our main refrigerated delicatessen counter, compressors and retail refrigerated display units were replaced in 2020 with the latest low energy units. All units are covered at the end of the day and ventilations louvres are cleaned monthly to maintain best working.

- Central heating provided by gas boiler has a timer and thermostat to ensure most efficient use.
- New electric air curtains, low level electric heaters and energy air-conditioning units have all been replaced between 2021 and 2023 with low energy efficient models which are routinely maintained for efficient running
- Gas hobs are not left on when not in use, and pilot lights are not left burning unnecessarily
- We train our staff on water usage to ensure that taps are not left running
- Our customer toilets are “low-flush toilets”

Company Vehicle

- Our company delivery vehicle is Euro 6 compliant Nissan Nv3000 Acenta diesel van. Usage is limited to event, catering and very local deliveries, and specific longer distance deliveries for account customers. The majority of our customer deliveries are with DPD carbon neutral courier service.
- For our local deliveries, we have reduced these to the most efficient round to ensure there are minimal journeys occurring.

Current Commitments – Scope 3

We have Policies in place to continue to review and reduce our Scope 3 emissions. From financial year ending February 2023 we are monitoring and recording a portion of our Scope 3 emissions which are detailed in a Scope 3 Boundary document. This will act as a baseline Carbon Footprint for us to work on both reducing emissions and increasing reporting.

Food, Drinks & Retail Gift Sourcing

The procurement of food, drinks and retail gift products is the largest contributor of our Scope 3 emission. We have a number of specific Purchasing Policies in place which guide our procuring process. Our overarching ethos is outlined below.

- We source from producers that deliver best quality produce and show attention to animal welfare, sustainable production, biodiversity and low impact methods
- We predominantly purchase directly from producers to ensure full traceability, allow development of strong supplier relationships, and create efficiency in transportation by not working with intermediaries
- Many of our products are artisanal, and we promote products that come under the auspices of “Slow Food”, and have been awarded by, Slow Food Scotland, best Deli / Grocer again in 2023. We are a member of the “Scottish Cheese Trail” which highlights the work of Scottish artisanal cheese producers and suppliers.
- We are strictly seasonal in our buying, and celebrate this with our customers. We buy fresh fruit and vegetables locally when in season, and our Italian sourced produce is grown naturally and without auxiliary heating
- Fresh fish used in our Caffè Bar is sustainably caught in Scottish waters. Fresh meat and poultry is sourced locally, and we use very minimal fresh beef. We have a wide selection of vegetarian options.
- We take all precautions to avoid Soya based and GM products, and ensure our coffee beans come from locations without environmental impact.

- Where we buy woven products such as cotton we ensure that fibres are sustainably sourced or recycled.
- Our Italian bath & body products are not tested on animals.
- We use Delphis Eco award-winning range of cleaning products which are plant derived, biodegradable and safer for our waterways.
- We have a grease trap with bio-dosing unit on our water drain from our kitchen.

Packaging

- We are extremely proud that our E-Commerce packaging for goods dispatched across the UK is now completely plastic free and 100% kerbside recyclable. We search for innovative products such as RecyCold® Climaliner™ paper insulating pouch & RecyCold™ gel packs made from FSC® certified paper and plant-based gel for fresh food deliveries, recyclable wax paper for cheese and meat wrapping, biodegradable moulded recycled fibre pulp by EGI® for wine transport.
- The woodwool used in our hampers is 100% biodegradable, pesticide-free and from Swedish sustainable tree-farms.
- Our single use coffee cups are fully compostable, but we sell and promote reusable bamboo coffee cups, which are themselves biodegradable.
- All our fruit and vegetables are sold loose, and we have compostable paper bags.
- Delicatessen meats and cheeses are sold in waxed paper packaging.
- We no longer have single use plastic carrier bags – we have sustainable paper shopping bags or recycled “cotton bag for life” options at point of sale.
- Single use plastic packaging for which there is no paper alternative (eg tamper proof PET tubs for olives, microwavable/ovenproof homemade ready meal trays) are recyclable.

Capital Goods

We are vigilant in maintaining all our equipment, from IT to refrigeration, in order to maximise working efficiency and increase life span as much as possible. When purchasing new equipment, energy consumption and efficiency is always one of the main determinants.

Transportation of Goods In

- We receive deliveries weekly from Italy, and have changed our delivery company to one with a shorter refrigerated transit time.
- We buy in large quantities less frequently instead of smaller amounts more often.
- Our main Wine Supplier is the first UK premium wine supplier to be certified Carbon Neutral.
- We aim to use Intermodal transport, which utilises the rail network, whenever possible for wine purchased directly from Italy.
- Wherever possible, we source ingredients locally to minimise our carbon footprint.

Waste Management

- We work with a Changeworks Recycling, which is accredited and has led by example by recycling everything where possible and using EEV low carbon vehicles which run on biofuels.

- We separate and recycle wooden pallets, cardboard and dry recyclables, glass, food and paper.
- We opened our Caffè Bar in 1996 as a natural progression in order to use the retail food produce and minimise any wastage we have. This continues and we minimise food spoilage, and recycle any waste food produce.
- We invested in electronic accounting software so that the vast majority of our invoicing is electronic and not paper.
- We have an inhouse printer for our Hamper and Event catalogues so that we print only what is required, instead of outsourcing large print runs that can result in waste. We also offer customers electronic versions of all publications and send these out to our e-mailing list.
- We buy recycled and recyclable paper products, and recycle all paper waste.

Monitoring and improvement

- We comply with and exceed all relevant regulatory requirements.
- We aim to continually improve and monitor environmental performance, taking advice from our contacts when new products or best practice come to market.
- We aim to increase employee awareness through training, and develop their understanding of the wider environmental impact we have.
- This policy is reviewed annually, but systems are continuously monitored and reviewed.
- Our **Carbon Reduction Plan** details our future commitments and goal for our Net Zero journey.

Francesca Contini Mackie

Managing Director

Last Review Date 01/2024

Next Review Date 01/2025