



**Corporate Responsibility,
Environmental & Sustainability Policy**

March 2023



By Word of Mouth: A Company with a Conscience

By Word of Mouth is a catering and event organising company based in London, England.

We are committed to conducting all operations in a manner that reduces recognised hazards, respects the environment and protects the health & safety of our employees, customers and suppliers. We strive to achieve the highest standards, using our own in-house management systems to ensure best practice and consistent methods of operation as we drive our business forward.

By Word of Mouth is proud to hold ISO 9001:2015 accreditation in Event Management and Catering.



Isla Membership

By Word of Mouth is a proud member of the sustainability body Isla, to support our drive towards net-zero status. Isla offers tailored advice and guidance to ensure that the events we deliver are as sustainable as they can be, in a notoriously unsustainable industry.

We enjoy in-depth training with Isla, learning from its expertise to develop a range of KPIs to embed within our event planning and catering processes.

31/03/2023



Beautiful Food, Responsibly Produced

By Word of Mouth has built its reputation on the exceptional quality and exquisite flavour of its food with menus written according to the seasons.

We are committed to buying ethically and responsibly with a focus on animal welfare, sustainability of ingredients and limiting damage to the environment. Full traceability is available for all our meat and fish.

We are proud signed members of the Sustainable Fish City Pledge and the Cage Free Eggs pledge.

We are always happy to source organic ingredients (when in season) on request.



Supply Chains

By Word of Mouth has long standing relationships with partner suppliers who share our values and provide us with UK grown produce and named farm meats wherever possible.

We are supplied with Fairtrade products primarily with regards to fruit, vegetables and coffee/tea and our policy is to use Fairtrade as a priority.

Whilst By Word of Mouth is committed to meeting the varying demands for regional and sustainably sourced produce. We are also working hard to minimise our impact on the environment by reducing food miles and using local producers where possible.

31/03/2022



Transport

Our company vans are in the process of being upgraded to Euro VI which will be completed by the end of the year. Our employees are encouraged to use public transport or cycle (**we offer the Cycle to Work scheme**) where possible and fleet cars are being upgraded to either hybrid or fully electric.

Our delivery strategy is to minimise the number of deliveries, vehicles and time spent on the road through effective logistics. We are encouraging our core food distributors to introduce multi-temperature vehicles, which allows ambient and chilled goods to be delivered together, rather than using a separate vehicle for each.



Energy

Duty staff carry out a check list at the start and end of each day, ensuring that lights, equipment and taps are turned off when not in use. We have invested in new energy-efficient equipment, including boilers, commercial ovens and dryers. This has significantly improved our energy efficiency and in 2019 we overhauled our lighting system moving from fluorescent lighting strips to energy saving LED.

Our energy consumption is monitored on an annual basis and is demonstrated below. Our ultimate aim is to see a 5% reduction in energy consumption year-on-year in line with company turnover.

| Utility Review | 2022 | Measured against Turnover |
|-------------------------------|---------|---------------------------|
| Electricity Consumption (KWH) | 189,782 | 2.06% reduction |
| Gas consumption (KWH) | 14,326 | 0.34% reduction |
| Water Consumption (m3) | 251 | .002% reduction |
| Overall Waste (kg) | 49,836 | 0.4% reduction |

31/03/2022



Recycling & Waste Management

By Word of Mouth contracts Grundon Waste to manage the disposal of waste products.

By Word of Mouth is a **zero waste to landfill business**. We are aware of the impact of our actions on the environment through the generation of waste and we measure and minimise the impact by using alternative reusable materials, recycling waste wherever possible and maximising opportunities to enhance the local environment which we live in.

As such we have processes in place to recycle the following items:

FOOD

Food waste is separated at our CPU and sent to a specialist Anaerobic Digestion Facility where it is processed into biogas and fertiliser and used for agricultural and land regeneration.

On events, By Word of Mouth provides food waste bins to separate food from non-recyclable items. This is then transferred to our food bins at our CPU.

MIXED RECYCLING

Glass; Cardboard; Paper; Cans; Plastic

These items are separated at our CPU and on site at events and sent for recycling.

OIL

We have a contract in place for the collection of cooking oil which is then converted into renewable energy.

GENERAL WASTE

General waste that cannot be reused or recycled is sent to an EFW (Energy From Waste) facility where it is converted into a sustainable option for energy recovery.

Our View On Plastic

By Word of Mouth recognises the impact of plastic on the environment and we are committed to ensuring its use only when absolutely necessary, seeking alternative options wherever possible.

31/03/2022



In-House Environment Team

In 2018 an environmental committee was established which is chaired by our Managing Director and includes a team member from each department of the business: Office, Kitchen and Back of House.

The committee meets 4 times per year to share research and agree a range of actions which are communicated to the team and implemented by the business.



Our Staff

By Word of Mouth values all practices that promotes the wellbeing of our staff and their families.

We are proud to be an accredited London Living Wage employer and to promote social sustainability and personal welfare across the business.

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Our Charity Initiative in Support of City Harvest

By Word of Mouth supports City Harvest London (www.cityharvest.org.uk) through charitable initiatives such as our no waste canapes.

City Harvest receives surplus food from numerous organisations and the charity then re-distributes the produce in their own fleet of vans to over 375 charitable projects across London. City Harvest has delivered the equivalent of over 43 million meals rescued since its launch in 2014. This fresh, nutritious food would otherwise have been sent to landfill.

City Harvest Co-Founder, Laura Winningham OBE:

"We are so grateful for By Word of Mouth's commitment to 'giving back'. This collaboration educates clients on issues such as food poverty and provides a simple but hugely impactful way to raise much needed funds. City Harvest collects and delivers food, free of charge, aiming to remove barriers to people's absolute right to food."



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by word of mouth®

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