

# Organico

**ORGANICO REALFOODS LIMITED**

**Company Number: 2610753**

## **Ethical and Environmental Policy**

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### **Summary**

We commit ourselves to i) promoting organic and natural produce, ii) to supporting small family businesses, co-operatives and artisan producers, iii) to working openly and transparently with all our partners, suppliers and customers at all levels and iv) to opting for more ethical and environmental options in the pursuit of our business.

### **Accreditation**



The Ethical Company Organisation who publish the Ethical Shopping Directory rates companies in a wide array of consumer shopping categories based on an individual and independently prepared ethical audit across a wide range of ethical headings. Organico has consistently scored at the top allowing us to use the ethical award logo.

<http://www.ethical-company-organisation.org>

### **Scoring**

Scoring is an internal note expressed as a % and denotes where we think we are currently on the scale of our ethical objectives. It is not a third party audit or score.

*Last updated 12/2017*

## 1. Organic Food Products (The products we buy and sell):

Policy	Rating	Comment
1.1 We will promote and prefer organic and/or sustainable products.	100%	Products all either organic or wild sustainably sourced fish.
1.2 Our company will be a conduit for like-minded small specialist and dedicated food suppliers.	90%	The vast majority of our suppliers are SME's – either co-ops or family businesses.
1.3 We will only sell animal products if the animal are either reared organically or reared or caught by sustainable methods.	100%	
1.4 We will not sell products that contain artificial additives, colouring, fillers or preservatives (with the exception of the harmless additives allowed under organic regulations).	100%	All our products are organic therefore ingredients and processes are natural and exclude harmful additives or procedures.

## 2. The Environment

Policy	Rating	Comment
2.1 We will not sell any product with genetically modified (GM) ingredients or GM derivatives.	100%	Organic regulations oppose GM and we are mostly in lower risk; if there is risk (eg soya) we seek enhanced guarantees.
2.2 We do not and will not use air freight for any products we import into the UK - or export elsewhere.	100%	We avoid fresh/frozen foods where air freight applies and understand this applies generally to our suppliers of ingredients
2.3 We will maximise our transport effectiveness to ensure full load carriage and avoid empty haulage miles – by using groupage, shared freights, bigger loads and regular routes.	80%	We need to look into the possibility of switching more freight from lorries to train or containers. We do not question our road freight transporters on what they are doing to reduce their footprint. In general the vehicles we use maximise the efficiency of their load.
2.4 We will cut down on office waste, recycle or re-use paper and boxes.	70%	We still rely on printing a fair amount of paper both internally and externally for publicity. We have too much waste in terms of unused publicity material. We do print on recycled paper and choose recycled stationary products.

<p><b>2.5</b> We will cut down on car usage and flying and encourage alternative methods of transport.</p>	<p><b>50%</b></p>	<p>We are not doing enough to cut our own emissions when travelling to and from work or on business. There is effectively no policy in place although we have provisions for cycling to work, are relaxed about home working and a majority of our employees are local to work.</p>
<p><b>2.6</b> Climate policy.</p>	<p><b>50%</b></p>	<p>We are not a “circular economy” company. Our products are manufactured, packaged and transported. We try to bias towards companies with an ecological approach but this is essentially a decorative plus - not a requirement. We have no carbon footprint assessment or knowledge. On the positive side organic agriculture stores carbon and in general uses less outside resources whilst maintaining long term soil fertility and the products we sell have a long life and our waste is very low – trading or giving away most of the stock that runs close to its end date.</p>

### 3. Pay and Work

Policy	Rating	Comment
<p><b>3.1</b> We will not source products from any company that does not respect employee/workers rights or does not ensure fair pay and treatment to employees/workers.</p>	<p><b>100%</b></p>	<p>We proactively “avoid” high risk areas, e.g. Thailand. We are not given to box ticking approach and all our suppliers have been visited at least once.</p>
<p><b>3.2</b> We will at all times respect EU and UK employee legislation in the UK.</p>	<p><b>100%</b></p>	
<p><b>3.3</b> We will be open to flexible working times and easier working practices and support a healthy live-work balance.</p>	<p><b>100%</b></p>	
<p><b>3.4</b> The biggest pay discrepancy allowed will be by a factor of 1:6 from the lowest to the highest paid employee.</p>	<p><b>100%</b></p>	
<p><b>3.5</b> We will aim to pay and treat our employees fairly. We will provide a safe, pleasant and non-discriminatory working environment.</p>	<p><b>100%</b></p>	<p>Pay and pay increases are benchmarked and professional advice sought regularly. We aim for increases to be in line or above</p>

		inflation, even when the average UK pay increases are lower. We have contracted an external HR expert to give expertise but also distance from the MD/founder to help deal with any issues and establish good process. Full employee documentation is in place, we have H&S training, employee travel and life insurance and are in advance of the regulations on pension provisions. We try to protect our employees when economic times are hard and work through any problems without resorting to a strict disciplinary process.
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#### 4. Supplier Relations (Our Products)

Policy	Rating	Comment
<b>4.1</b> We will not demand 'unfair' prices from suppliers that can result in them being forced to sell at below cost.	100%	We negotiate but do not play suppliers off against each other nor do we have the buyer power to impose unfair terms
<b>4.2</b> We will be transparent, clear and honest in providing customer feedback and in developing sales and marketing cooperatively with our suppliers. We will not make any unexpected or hidden charges or insist on an obligation by suppliers to support sales costs, promotions or marketing activities.	100%	We work co-operatively with our suppliers and share more information than is usual. We do not make unexpected request support although such are practises have mostly been associated with the supermarkets
<b>4.3</b> We will respect payment terms of suppliers and pay them in a timely fashion taking into account their own finance needs in negotiating terms, never withholding payment in the event of credit notes pending or other accounting disputes and resolving any such issue as speedily as possible. We will not unilaterally impose long payment delays.	100%	We are generally good payers. We are generally again in no position to impose buying terms but we do endeavour to be fair. We will extend terms slightly but do not engage in endless delay tactics. When we hit problems in cashflow, we tried to fix them quickly and informed our suppliers rather than invent excuses.
<b>4.4</b> We will work with our suppliers and encourage them in a meaningful and co-operative fashion to reduce their own carbon footprint and use of resources, taking into account the total lifecycle of	50%	We've just not done this and with the myriad number of things going on and so many other issues and problems cannot see how this can be taken on. Many of our suppliers

a product and any embedded carbon or water footprint.		by themselves however are ecologically-conscientious and follow best/better practises.
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## 5. Supplier Relations (General Supplies)

Policy	Rating	Comment
<p><b>5.1</b> We will follow a "better purchasing" policy, taking into account a company's ethical and environmental standards in any given category of purchase.</p>	<p><b>60%</b></p>	<p>Our bank, electricity and phone provider are the top ethical providers respectively in their sector: Triodos and Ecotricity. We have updated our computer system with savings in electricity usage in mind. We need a often print with the most ecological print company and only use organic/fair trade supplies in our kitchen. We do not use "ethical" transport or hotel providers when travelling. We waste too much with prttned materials.</p>
<p><b>5.2</b> We believe the limited concentration of media power is an offence to the principle of free speech. We will endeavour to commit any advertising we do to progressive and independent publications, particularly those that campaign for the environment.</p>	<p><b>100%</b></p>	<p>Our very limited media and PR spend is heavily biased towards promoting and supporting good causes, with a particular focus on food. We've promoted film events, advertise to support local community projects, engaged with marine and food charities positively and very proactively.</p>

## 6. Customer Relations

Policy	Rating	Comment
<p><b>6.1</b> We will deal with any inquiry promptly, openly and in the detail required. Requests for technical information will always be answered, we will follow through quality control issues, using the services of an outside and independent auditing laboratory as and when required.</p>	<p><b>100%</b></p>	<p>We pride ourselves in responding fully and quickly to customer questions, concerns and any product problems. We will always attempt to solve issues and give customers the benefit of the doubt. We do not run complicated barrier-type systems and deal with problems directly, fairly and honestly.</p>
<p><b>6.2</b> We keep a book of complaints and consumer correspondence and will act on any problem areas.</p>	<p><b>100%</b></p>	<p>This is a base QC requirement and nor really of much use, it's rather empty in fact...</p>
<p><b>6.3</b> We will use technology to ensure the efficiency of our operation but will always provide easy and clear access to a human being at the other end of the line or to return calls as requested.</p>	<p><b>100%</b></p>	<p>We do run an automatic answering system to scare away unwanted calls but are available broadly 9 to 5</p>
<p><b>6.4</b> We will endeavour to supply customers within the agreed times levels, ensuring a high level of service, stock availability and communication with proper explanations and remedial action in dealing with out of stocks and any other problems.</p>	<p><b>80%</b></p>	<p>Our stock supply performance has been upset by "events beyond our control" i.e. supplier and/or ingredient led problems. Our planning and forecasting though should improve. We always keep customers informed with regular weekly stock updates and personal straight answers giving guidance also as to the nature and duration of any problem.</p>