



**J.R. HOLLAND**  
**FOOD SERVICES**

# CORPORATE AND SOCIAL RESPONSIBILITY

**As one of the North of England's leading distributors of chilled fresh produce we are committed to serving our customers, looking after the well being of our staff and supporting the localities in which the staff live and work. We also recognise our more general responsibilities to protect the environment. This wider corporate responsibility is reflected in a number of statements and policies which are regularly revised and updated as required.**

As a company competing at the highest level, we are proud of the way in which we do business. We are also keenly aware that winning and keeping the trust of all our stakeholders (staff, suppliers and customers) is critical to sustaining our long-term strength and growth. We want our customers and our consumers to know that we are their best possible choice for the supply of quality fresh produce.

We take our responsibilities to all our stakeholders extremely seriously. Throughout our business, we are taking up the challenge of meeting their expectations and aspirations. This is based on three key principles:

1. We will act responsibly in delivering high quality fresh produce and quality services
2. We will provide an enjoyable place for people to work
3. We will support the communities in which we are based and those of our employees.

We meet this challenge in the following ways:

## **Economic**

JR Holland Food Services is the largest chilled distributor of fresh produce in the North East of England. The company makes a contribution to the UK economy every year through the direct and indirect taxes it pays, such as corporation tax, rates, national insurance and climate change levy.

The company is based in Gateshead, Tyne & Wear where approximately 70 jobs and careers for local people are provided.

## **Employees**

We depend on the skills and commitment of our staff for our performance. We aim to be a good employer, treating people fairly at all times, to ensure JR Holland Food Services is seen as a rewarding place to work, so that our company attracts and retains its staff.

We employ people who reflect the diverse nature of the areas where we are located and we value people and their contribution, irrespective of age, sex, disability, sexual orientation, race, colour, religion or ethnic origin. We monitor and measure all of our employment practices on a monthly basis through KPIs, to ensure that we fully comply with our policies and procedures.



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We have created a working and learning environment which develops the skills and knowledge of all our employees. To support what we do, we operate an appraisal system and behavioural competence model that clearly links to performance and provides a framework for training and development. To meet our key business priorities we tailor our ongoing training programmes to meet competency requirements in core skills as well as management and leadership. All of our employees gain an NVQ level 2 in either distribution, warehousing or administration.

## **Customers and suppliers**

We aim to understand our customers better than anyone, be innovative and creative in looking to meet our customers' needs. We are committed to being honest and fair in all our dealings with our customers and suppliers. We use terms of business to provide clarity and protection, and to ensure delivery and receipt of products and services at agreed standards. We closely guard the information they entrust to us and seek to ensure that it is never used improperly.

We are committed to ensuring that the principles of the ETI (Ethical Trading Initiative) Base Code on worker welfare are followed throughout our businesses and through the supply chain with the suppliers of the products we buy. Managing standards across our large and complex supplier base is a challenge, but we are committed to working with our suppliers to maintain, develop and improve standards through annual audits based on the ETI standard, carried out internally and by an independent audit body.

## **Community**

We strive to be a good corporate citizen. Recognising our responsibility to work in partnership with the communities in which we operate, each year we donate to local charities, to help them sustain and support local causes.

## **Business Ethics**

We are committed to conducting our business in an ethical and socially responsible attitude. This relates to all aspects of our business – treating employees, customers and suppliers in a fair, open and honest manner. To ensure that we meet this commitment, we have comprehensive policies and procedures designed to ensure that all involved in our business are aware of our commitment to maintaining, developing and improving our standards.

As a business we are regularly audited by our customers, we also benchmark ourselves through staff satisfaction surveys and via KPI measures. We are also audited regularly by our suppliers against required quality standards and against the Ethical Trading Initiative (ETI) standard, which looks at treatment and welfare conditions for our staff and supplier staff in the supply chain. Maintaining standards across this large and network is a challenge, but nevertheless we are committed to continuously improving and developing our standards across all aspects of our business.

## **Health, safety and the environment**

It is our policy to maintain healthy and safe working conditions and to operate in an environmentally responsible manner. Significant health, safety and environmental issues are minimised through an extensive audit risk management process in conjunction with our insurers.



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Our Health and Safety policy includes procedures for the safe handling of materials. Compliance with the policy is overseen by the responsible Director and an internal site based Health and Safety team. Health and Safety standards are monitored and measured through monthly KPIs, designed to continually drive up improvements. Additionally our site is audited quarterly providing a safety rating score against improvement targets. The management monitors and reviews the Health and safety statistics and safety scores on a monthly basis. The Health and Safety team meets on a regular basis to review issues, audits and consider changes in legislation and related matters.

We recognise that our activities inevitably have an impact on the environment. Consequently we embrace the principles of sustainable development and are committed to a process of continual environmental improvement and pollution prevention. We treat all relevant environmental legislation and regulations as the minimum standard and seek to exceed them wherever possible. Our Environmental Policy Statement provides a positive framework for developing and reviewing environmental objectives and targets. These targets are monitored and reviewed through the business KPIs on a monthly basis.

Key environmental management procedures include the recycling of manufacturing waste, paper waste and IT equipment, the use of energy saving office equipment and the requirement for all significant facilities contractors to have an environmental policy in place.

## **Managing our Business**

We recognise that our business activities have direct and indirect impacts on the societies in which we operate. We endeavour to manage these in a responsible manner by defining key performance indicators (KPIs) that help us to focus on our goals and assess our business efficiencies, health and safety and environmental performance.

We believe that sound and demonstrable performance in relation to corporate social responsibility policies and practices is a fundamental part of business success.

We are committed to continuous improvement in our corporate social responsibility programme and encourage our business partners to strive for matching performance



  
Mr. D C Hutchinson  
Managing Director