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Accent Catering Services Ltd

Because we pay attention to every little detail

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26th November 2019

Dear Marie-Christine,

Environmental Credentials Update

As we head towards the end of year, I wanted to update you on the work we have been doing in the environmental areas of our business. By 2021 we will need to be compliant with the EU Single Use Plastics Directive and our plans will put us ahead of this timeline.

We recently renegotiated our disposables contract and agreed terms with two suppliers, Tri Star and DCS. In the negotiation, we focused on the need to ensure all our customer facing disposables are recycled, recyclable or compostable (to meet the 2021 regulations).

I am delighted to tell you that, from the beginning of this November, we have a full range of packaging that meets those requirements. We have also introduced from one of the suppliers a 'plastic free' coffee cup and are expecting rigid paper lids to be available from some point in the New Year (you will see Costa using them from 2020 in their coffee shops).

The new supplier catalogue advises our managers of the individual materials provenance and they will be very happy to share this with you. In addition, we have been advising our teams to try to use less disposables where it suits business needs, including:

- Removing plastic cutlery from general availability
- Encouraging the use of own bottles at water points (and removing plastic cups)
- Introducing incentives at coffee outlets to encourage customers to use their own cups
- Considering alternatives to disposables to help reduce waste generated
- Our bottled waters (Radnor, Springbourne and Aqua Splash) are all made from 51% rPET plastic and fully recyclable.
- Alternatives to plastic straws and stirrers are available

We recognise these are small steps but it is the beginning of a journey we are all going on.


Environmental Credentials Update continued

In addition to these changes, we continue to adhere to the following environmental accreditations and practices:

- Our meat remains all UK Red Tractor accredited (with the exception of bacon and turkey which is UK sourced).
- Our fish is all from the Marine Stewardship Sustainability Council approved list.
- We use waste recording forms to monitor food waste at all stages of the service
- All our waste oil goes off for recycling
- When ovens are replaced we try to use energy efficient Combi ovens in our kitchens where possible
- Since 2010 we have been ISO 14001 Effective Environmental Systems accredited
- Our cardboard disposable containers are made from FSC materials, fully biodegradable

I hope this reassures you that we remain focused on our Environmental commitments but please do not hesitate to contact me if you have any questions.

Wishing you Seasons Greetings.



Ian Crabtree
Managing Director