

CORPORATE SOCIAL RESPONSIBILITY

lexington



The background is a solid peach color. It is decorated with stylized green leaves and stems. There are large, dark green leaves with lighter green veins in the top-left and bottom-right corners. Smaller, simpler green leaves are scattered in the top-right and bottom-left corners. Small, light-colored dots are also scattered across the background, particularly in the top-right and bottom-left areas.

CSR and Sustainability Initiatives

Sustainability, our Approach

Our sustainability approach has become a way of life. At Lexington we take our responsibilities to CSR very seriously. We understand that our responsibilities lie beyond normal trading practice and that this extends to all stakeholders. All our team members receive training covering how they can make a difference to the environment, sustainability and our community.

Our Sustainability and Social Responsibility approach is distilled into 3 main pillars of Lexington Sourcing, Society and Environment. Over the following pages we have outlined the sustainability initiatives which will form part of our transformational plan.

Sustainability

Our philosophy on food sustainability is fundamental to our whole approach in delivering seasonal, simple, delicious and natural food from local and national suppliers. It all starts with the ingredients and we rely on sustainable agriculture for a consistent supply and the very best quality.

Every decision we make about what and from whom we buy is considered against a set of criteria to find the right balance between minimising our carbon footprint and delivering the best quality of ingredients. Customers too can enjoy their meal in the knowledge that we are purchasing ethically, sourcing the best ingredients and offering free range and organic produce. Informative marketing material, provenance on menus and clear signage help customers appreciate our sustainable approach to sourcing– whether it be organic, Fairtrade, locally produced, free range and / or from farm assured sources.



Purchasing process

- Supplier identified – recommendation or direct approach
- Supplier completes due diligence checklist and forwards the environmental policies to be reviewed
- Inspection by Food Alert
- Terms and conditions agreed – payments terms – delivery terms – SLAs
- Quarterly review against SLAs and KPIs
- Annual contract negotiations

To further our commitment to ensuring our suppliers are appropriate to the varied requirements of the service, we measure such targets as:

- % of food supplied from local/UK sources
- % of Fairtrade produce offered
- % of food supplied that meets assurance standards
- e.g. Red Tractor, LEAF
- % of purchases sourced from approved suppliers

We support and purchase from farms and suppliers who are members of LEAF, Linking Environment And Farming. This way we can be sure that our suppliers are using the lowest environmental impact methods possible without compromising on quality.



We view our suppliers as key stakeholders in the success of our business and work on the principle that the best food starts with the best ingredients. Rob Kirby, Chef Director is responsible for the supplier management function within Lexington. As a niche catering company we have the flexibility to select those suppliers who best meet our requirements for our clients.

We are able to work with small artisan producers and by working with local suppliers we are able to reduce the miles our food travels to site. We are totally committed to working with local suppliers who deliver quality produce as locally as possible and source the best ingredients from farms practicing ethical and sustainable farming methods.



Utilising Sustainable Food Suppliers and Ethical Purchasing

We undertake various measures to ensure that the produce and ingredients we purchase are traceable and sourced sustainably. It is our aim to reduce the 'ecological footprint' of Lexington through the reduction of food miles through:

- **Sourcing food and drink which is grown and produced locally and organically where possible**
- **Buying foods that are 'in season' and not imported by sea or air**

Our Criteria

Every decision we make about what and from whom we buy is considered against a strict set of criteria measured against the standards and framework set out by the Government Buying Standards Team, Defra. The standards ensure we procure food produced to higher sustainability and nutritional standards. Some of the key areas it covers are:

- Animal Welfare
- Seasonal Produce
- Fish
- Environmental Production Standards
- Ethical Trading
- Water
- Reducing Salt



There are also other key areas of food production that it covers such as:

- Salt Reduction
- Increasing fruit and vegetable consumption
- Reducing saturated fats
- Food waste
- Energy management



Our product sourcing criteria states at the very minimum that we:

- Make the best use of ingredients from the British growing calendar
- Buy natural produce and avoid using any processed foods
- Do not use GM foods and/or MSG
- Use artisan producers for any products we need to buy in
- Have a preference for using Fairtrade products - bananas, chocolate, sugar, teas and coffee
- Use only organic milk and only free-range eggs
- Only buy British meat from farms which are certified by recognised assurance of Quality Standards such as Red Tractor and Freedom Foods
- Agree fair prices with suppliers to ensure sustainable farming is practical
- Obtain information about the farming methods and food miles travelled for the range of ingredients we purchase
- Only source fish from sustainable waters caught using low impact fishing equipment
- Follow the MSC guidelines of sustainable fishing





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Industry Leading Sustainability and CSR Credentials

Mark Linehan, Managing Director of the SRA, says,

“Lexington has achieved so much in terms of growth and profit but continues to operate in a sustainable way, which should inspire other businesses to do the same.”




SOURCING

Excellent

APPROACH TO SOURCING FISH FROM SUSTAINABLE WATERS USING LOW IMPACT FISHING METHODS

Strong

APPROACH TO SERVING BRITISH VEGETABLES, MEAT, EGGS AND MILK

Exceptional

APPROACH TO SUPPORTING GLOBAL FARMERS IN A SUSTAINABLE WAY

Provenance

CLEAR COMMUNICATION TO CUSTOMERS ABOUT PROVENANCE OF INGREDIENTS



SOCIETY

90% AN EXCEPTIONAL SCORE FOR SOCIETY

BUSINESS IN THE COMMUNITY **OF GREAT VALUE TO THE COMMUNITY** **WELLBEING**

LEXINGTON'S CHARITABLE INITIATIVES ARE INSPIRING

A SUCCESSFUL APPRENTICESHIP SCHEME AND CHEF SCHOOLS

Lexington School of Talent **elior school**

INVOLVEMENT AT SCHOOLS & UNIVERSITIES PROVIDING CAREER ADVICE AND GUIDANCE

ETHICAL APPROACH TO EMPLOYEE MANAGEMENT WITH A RANGE OF STAFF BENEFITS

EXCELLENT

APPROACH TO PROVIDING HEALTHY FOOD TO CUSTOMERS IN THE WORKPLACE



ENVIRONMENT

OVER **80%** SCORE ON OUR SUSTAINABLE APPROACH TO THE ENVIRONMENT

100% OF PACKAGING IS COMPOSTIBLE AND RECYCLABLE

Excellent

FOOD WASTE POLICIES AND RESULTS

EXCELLENT

RELATIONSHIP WITH THEIR SUPPLY CHAIN TO PROMOTE SUSTAINABLE PRACTICES

A Vibrant Food Community, Our Beating Heart





Engaging with social enterprises

1.

We work directly with social enterprise beneficiaries through into work programmes, on the job training and direct employment opportunities. Examples include our existing relationships with The Clink Charity (ex-offenders) and Change Please (breaking the cycle of homelessness) where we look to recruit into our client sites. A recent example is where we placed Adan Abobaker into 10 Queen Street through via Change Please. Adan is still with Change Please and is now undertaking a work placement with Theo Randall to broaden his skills further.



2.

We allocate resource from our teams to support Social Enterprises. Our commitment to giving back to communities runs through the entire group. Our teams are encouraged to spend time supporting the communities in which we operate. This tends to stretch beyond social enterprise and can include charitable organisations and schools. Outside of food we have a Greenforce team who are tasked with helping the environment; they recently planted 350 trees, clearing pathways and creating hedges.



3.

We direct profits or food & fundraise for Social Enterprises. Examples include donating food to organisations such as the Felix Project and Day Old Eats who distribute surplus food to charities, so they can provide healthy meals and help the most vulnerable in our society.



Change Please



ole aim of tackling homelessness by selling great coffee. London's homeless are trained as baristas and paid the London Living Wage to sell award winning coffee from mobile coffee carts around the capital.

They can be found in vans across London, at high profile events such as Amazon's Summer Party, The Brit Awards and Lovebox Festival, and most recently

on the shelves in Sainsbury's. Change Please operate coffee bars and provide beans to a number of offices in London such as Knight Frank, as well as universities such as UCL and Birkbeck.

They are a perfect fit for many of our clients not only because of their high quality coffee, but because young people are more ethically conscious than ever before. They are an ethical company from bean to cup (literally). Their beans come from farms that support local communities (one supplier in Peru helps victims of domestic abuse, while another in Tanzania supports people injured by land-mines) and their cups are 100% recyclable.

"If we can just get a small proportion of coffee drinkers to simply change where they buy their coffee, we could really change the world." Cemal Ezel,

Change Please, Founder.



OUR MISSION:

TACKLE HOMELESSNESS BY SELLING GREAT COFFEE

WE WILL ACHIEVE THIS BY:

USING OUR EXPERTISE TO SOURCE AND PRODUCE THE BEST COFFEE AROUND AND TRAIN HOMELESS PEOPLE AS BARISTAS GIVING THEM THE SKILLS AND TOOLS TO SELL THE BEST COFFEE ON THE STREET, VIA STATE OF THE ART CARTS AND MACHINES THROUGH RETAIL: GIVING CUSTOMERS THE OPPORTUNITY TO CONTINUE TO SUPPORT THE INITIATIVE WITH THEIR WEEKLY SHOP WHILE HELPING TO REDUCE HOMELESSNESS



Redemption Coffee

Redemption Roasters have worked with the Ministry of Justice to help address the state of reoffending by running a roastery and barista training centre at Aylesbury Prison. Having spent time at Aylesbury and with the wider Redemption team we have truly bought into their ethos. It is a natural fit for Lexington and their work really reflects both of our commitments to diversity, sustainability and environmental stewardship and our support for social enterprise. The flavour profiles of their various roasts, from the Aylesbury blend to the Guatemalan represent a coffee offer that will reflect the broad demographic and the London coffee scene. In addition to delivering the bean we see an opportunity to engage on a wider level; educational visits to the prisons and into work programmes for ex-offenders who have been through their course.



Orangutan Coffee

Orangutan Coffee is a 100% Arabica, single origin, single estate coffee. The blend has been born from a mission to save the rapidly declining rainforest habitat of the Sumatran orangutan.



Tropical rainforests provide the special climate that Sumatra needs for its unique high-quality Arabica coffee to thrive. They're also home to the critically endangered Sumatran orangutan, but only 6,000 of the native primates remain in the wild today.

Their future, our nature, your coffee - take responsibility



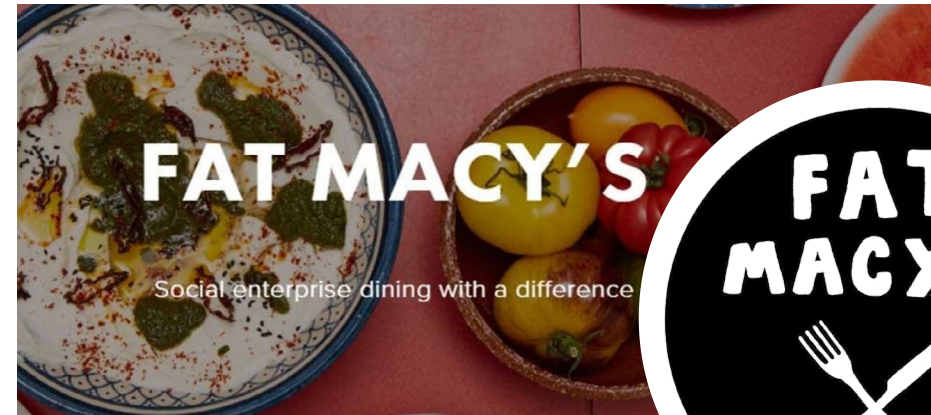
SUPPORTING CLRSC

We are proud to support Central London Rough Sleepers Committee (CLRSC), a voluntary organisation with the sole ambition to provide a safe and peaceful environment for rest, food and conversation to the vulnerable in Central London. Rough sleepers are invited to attend events held every two weeks in central London churches, and meals are organised and run by volunteers. Lexington support CLRSC with chefs, front of house staff and a cake or dessert for every meal."

How It Works:

"The cakes are made by our chef teams at various sites across the city, including Coke, Knight Frank, Savills, Dentons, Latham & Watkins and Schroders. I help organise the logistics between Lexington and CLRSC and volunteer on the night whenever I can."

Jesse Bliss, Transformation Manager



Fat Macy's is a social enterprise that trains aspiring chefs to serve up delicious home cooked food and create dining experiences, catering events and pop ups across London. They train and support young Londoners living in temporary accommodation, with the aim to help them move into their own homes.

The trainees work with professional chefs, creating a recipe that helps young Londoners make the journey from hostel to home. Their aim is to create opportunities in London for people trapped in the negative cycle of benefits and homelessness, as well as adding to the burgeoning food scene, by fast becoming the social enterprise catering company in London.



Olio Food Waste Hero Programme

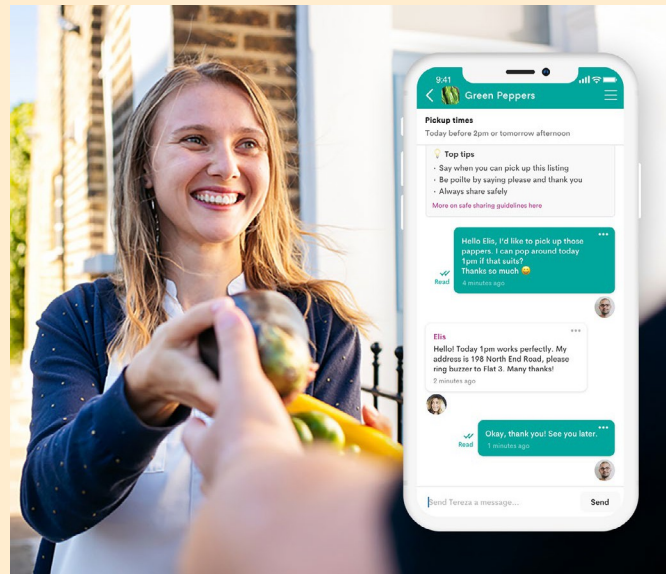
We have teamed up with Olio to help distribute our leftover food amongst the community through their Food Waste Hero Programme.

What is OLIO?

Olio is a free mobile app for food-sharing, aiming to reduce food waste. It does this by connecting those with surplus food to those who need or wish to consume such food.

How it works

Users simply snap a photo of their surplus food and add it to OLIO. Neighbours who live nearby receive customised alerts and can request anything that takes their fancy. Pick-up then takes place at home/an agreed location.

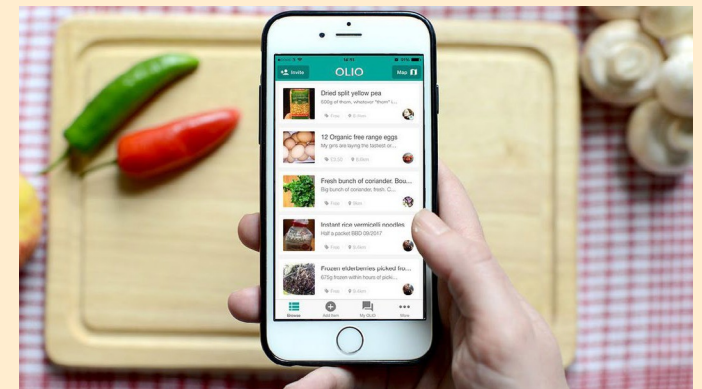


What is the Food Waste Heroes Programme?

The Food Waste Heroes (FWH) programme involves OLIO matching small groups of fully trained collectors with event organisers to rescue surplus food and redistribute it to the local community via the OLIO app. They have 6,500 trained Food Waste Heroes who safely collect and redistribute food from 450+ businesses each week.

Since launching

- OLIO has over 1.7 million users
- Over 3.1 million portions of food have been shared
- Over 43,000 users have reached out to be OLIO volunteers
- OLIO is now global, with users in over 49 countries





Lexington has ensured that our approach to Corporate Social Responsibility has become a way of life across the business. We recognise, understand and act on the importance of training our people to understand the importance of acting as agents of change for good, and inspiring our Managers to change their behaviours to drive improvements that increase profitability and reduce our impact on

the environment.

Our people are encouraged to support the local community through charity work, fundraising and volunteering their time or knowledge to improve the lives of those who have less, particularly using the skills we have acquired in the workplace. We have undertaken a great deal of work within the community; some of our initiatives are outlined below.

CONTINUED SUPPORT AT GREAT ORMOND STREET HOSPITAL



OVER £10,000 RAISED FOR GREAT ORMOND STREET CHILDREN'S HOSPITAL SCHOOL FROM ROB KIRBY'S AWARD WINNING COOK WITH KIDS BOOK



SUPPORTING DREAMS COME TRUE HAMLEY'S EVENT, CATERING FOR 1,000 SERIOUSLY ILL CHILDREN AND THEIR FAMILIES



MENTORING LOCAL SCHOOLS WITHIN THE CHEF'S 'ADOPT A SCHOOL SCHEME'



SUPPORT LOCAL AND INDUSTRY CHARITIES SUCH AS SPRINGBOARD UK THROUGH BEING SPRINGBOARD AMBASSADORS



PROVIDE WORK PLACEMENTS FOR STUDENTS FROM JAMIE OLIVER'S FIFTEEN PROJECT



AMAZING DINNER RAISING MONEY FOR HEADS TOGETHER



CYCLING TO PARIS FOR HOSPITALITY ACTION



ADOPT A SCHOOL FUN WITH OUR FOOD DEVELOPMENT TEAM



SUPPORTING GREAT ORMOND STREET AND COOKING WITH THE CHILDREN



TEATIME FOR DREAMS COME TRUE AT HAMLEYS



Environmental Reporting and Solutions

Social Impact and Sustainability Report

We recognise our clients commitment to reducing their impact on the environment is paramount to their future success. We are committed to working together to enhance the focus on balancing on-site operations with wider social and resource implications.

In addition to reporting as part of the monthly account meetings we produce a bespoke annual report for each Client which details the social impact and sustainability initiatives delivered through the catering services offer. Through our operational dashboard, we are able to accurately record environmental data that can contribute to each Clients' annual Corporate Responsibility report.

Site and Company Reporting

At site level and company level we actively measure and report on the following metrics:

- Plate waste
- Kitchen waste
- Supplier miles
- Recycling
- Oil usage
- Progress on environmental initiatives, for example removal of single use plastics
- Social impact, for example recent activity and work with partners

We have a management dashboard which is used to record data, which means we can collate and report on company performance. Reporting back to the client is tailored to their required level of management information.

In terms of infrastructure within Lexington, Julia Usanova our compliance manager coordinates activity such as our ISO 14001 accredited Environmental Management System. Julia drives our CSR processes and is responsible for promoting our sustainable and environmental responsibilities. She works closely with our site managers providing expertise, advice and direction, as well as being responsible for the collection of statistics and reporting.



Wider Reporting

At Group level Elixir are a signatory of the United Nations Global Compact (since 2004) and have gained advanced status thanks to the reporting of good practices across the business.

- Our CSR strategy, The Positive Foodprint Plan, is based on 4 of The UN Global Goals and has 4 key pillars as follows;
- Healthy Choices (SDG)
- Sustainable Ingredients
- A Circular Model
- Thriving People & Communities

Our developments and activities under each of these headings is monitored, reported and audited on an annual basis.



Governance

In order to balance performance, operational excellence and responsibility, Elixir has set up an internal governance structure dedicated to its corporate social responsibility (CSR) that allows to define and enact its commitments in line with the Group's corporate strategy, its interests, and those of its multiple stakeholders.

These strategic commitments are monitored across all activities and markets on an annual basis and translated into operational decisions.

Steering CSR

The Group's CSR strategy is overseen by our Chief Executive Officer and Leadership Team. It is driven by the Group CSR Manager who heads a network of correspondents who draw, coordinate and enable the CSR policy and activities. Open to all external initiatives and experiences, the CSR team is the Group's centre of excellence on sustainable development topics.

The UK CSR Manager Charlotte reports into the Leadership Team and the Group CSR Manager, attends annual steering committees and runs the UK's CSR Committee which is held on a quarterly basis.

Environment

We are constantly driving our environmental and people welfare policies forward, helping to ensure that sustainability is at the heart of everything we do. We are very conscious of the importance that our Clients place on sustainability and we will work diligently to ensure that we fulfil our responsibilities to you as a supplier.

Our compliance manager, Julia Usanova is responsible for managing our environmental compliance at site level and works with the General Managers to create bespoke Environmental Management Systems (EMS) plans in line with the Client's values and overall environmental strategy. Once the EMS plan has been agreed, Julia audits the EMS plans on a bi-annual basis to ensure targets are being met. Targets within EMS plans can include oil re-use, food waste sent to landfill and the amount of packaging used in deliveries. In addition, QMS audit your site on an annual basis.

"They have achieved so much in terms of growth and profit but continues to operate in a sustainable way, which should inspire other businesses to do the same."

Mark Linehan, Managing Director of the SRA



ISO 14001

We gained full ISO14001 accreditation in August 2012, following an assessment by QMS International, a leading global independent industry expert. The scope of our ISO certification covers all activities on our sites, as well as at our head office. We are constantly driving our environmental and people welfare policies forward, helping to ensure that CSR is at the heart of everything we do.



>> [click here](#) <<

LEXINGTON RECEIVES 3-STAR ACCREDITATION FROM THE SUSTAINABLE RESTAURANT ASSOCIATION AND BOOSTS SCORE



Sustainable Restaurant Association

As if to underline all the work that has gone into our Environmental Management Systems and our dedication to sustainability, we have been named a Three-Star Sustainability Champion by the Sustainable Restaurant Association (SRA). We received one of the best ever scores for environmental responsibility and one of the highest scores overall achieved by any contract caterer.

The SRA recognised our exceptional approach to sourcing local and seasonal food and sustainable fish.

EMS Process



Environmental Manager

- Overall responsibility for EMS

Environmental Sponsors

- Oversee the implementation of green initiatives and provide an important interface between Lexington and the Authority's site representatives
- Responsible for training

Green Teams

- Made up of site based volunteers who Support the Environmental Sponsor

Green Team Champion

- Leads each Green Team
- Trained in Environmental to the Chartered Institute of Environmental Health's Environmental Principals and Best Practice level 2 services



Staff Training



- EMS is maintained by the Environmental and Training Manager
- All Managers will receive training by Powerpoint presentation
- All employees, casual and agency staff will receive initial training on the Environmental Policy and Environmental Essentials
- All employees will be trained on specific environmental procedures
- Annual refresher training and mini test
- All employees at our ISO 14001 registered sites will complete the Introduction to 14001 EMS workbook and test



Our position and activity for the responsible handling of plastic

One of the projects Lexington is investing in is to promote a valuable plastic recycling stream in all their sites, this has started with an investigation into the challenges and opportunities internally to recycle effectively with clients. Lexington is pleased to report that 60% of its restaurants are feeding into clients plastic recycling waste streams already and there is an opportunity to increase this to at least 93%.



Once the programme is complete, we expect:

Responsible handling is about recycling with a focus on segregation of clean recyclable plastics.

Most client premises have their own waste contractor that Lexington feeds into. Lexington can often recycle plastic through the existing stream, however sometimes this is ineffective or unavailable.

Lexington has therefore taken the lead with SUEZ, one of the largest UK waste handlers, to launch a segregated plastic waste stream to client sites. Volumes of segregated plastic will be stock-piled and baled, which will provide a potential rebate value to the material rather than a cost. This is dependent on the volumes produced and if they can be centralised to do so. The full details are yet to be defined and Lexington is happy to work in collaboration with its clients, however as a minimum the project will include:

- Specific bins to capture plastic bottle material so they can be segregated from all other waste and recycling. They will have a focus on customer engagement (bins with bottle shaped holes or similar prove to be one of the most successful at ensuring a contaminate-free collection)
- Segregation will be supported by issuing of new marketing and posters. Messaging will be educational and will raise awareness of this topic. It will be easy for the customer to understand what is expected from them.

Alternatives to plastic

Lexington knows that some plastics are difficult to recycle, even if they are labelled as recyclable. Therefore, we have been actively promoting reusables in the first instance, such as durable chinaware and reusable take-away cups, plus Vegware plastic-free packaging where disposables are required.

Vegware

Vegware has partnered with Lexington to offer a full range of sustainable disposables. They manufacture food service packaging that is free from oil based plastic, sustainably sourced and renewable. We would suggest using this range in line with addressing our CSR outputs and aligning them with our client's waste needs.



- Vegware products are made from plants not plastic
- Their product range is made from renewable or recycled materials
- The product range is low-carbon
- They are 100% compostable



By partnering with Vegware we are able to reduce our CO2 emissions. In 2017 alone Lexington saved 36 tonnes of carbons, 11 tonnes of virgin materials and 11 tonnes of finite resources. That is the equivalent of cancelling out the carbon from 21 flights from London to Sydney.

Vegware brings the benefit of lower carbon impact through the production process versus plastic, has a higher calorific value in the energy from waste incineration process and is also certified compostable for those sites who can align to an in-vessel composting facility with its waste contractor.

Vegware has been working in close partnership with the waste sector since 2012 and there are now trade waste collections for used Vegware in 38% of UK postcodes (up from 2% in 2012 or 25% at the start of 2019). Compost has the benefit of increasing organic matter in soils. This allows the soil to be more resilient to flood risk.

CupClub

To eliminate the use of disposable cups for our clients we have committed to work with CupClub™. Lexington are recent partners of CupClub™ and are keen to work to help further their reach and incorporate their services into our sites. CupClub's products are a step-up from disposable cups as they use only half the CO2e of disposables and ceramics (including PE lined, styrofoam and compostable PLA). All of CupClub™'s products are manufactured in the UK, resulting in the smallest possible carbon footprint.

We see the partnership between CupClub™ and Lexington as real alignment with our interest in innovation and sustainability.



Benefits

Sustainable

Each step of the CupClub journey is eco-friendly; from manufacturing, to cleaning, to transport.

Easy

Their end-to-end service can be effortlessly implemented into any organisation.

Insightful

They can deliver a monthly report on how well the service is working for your company

How it works:

Delivery

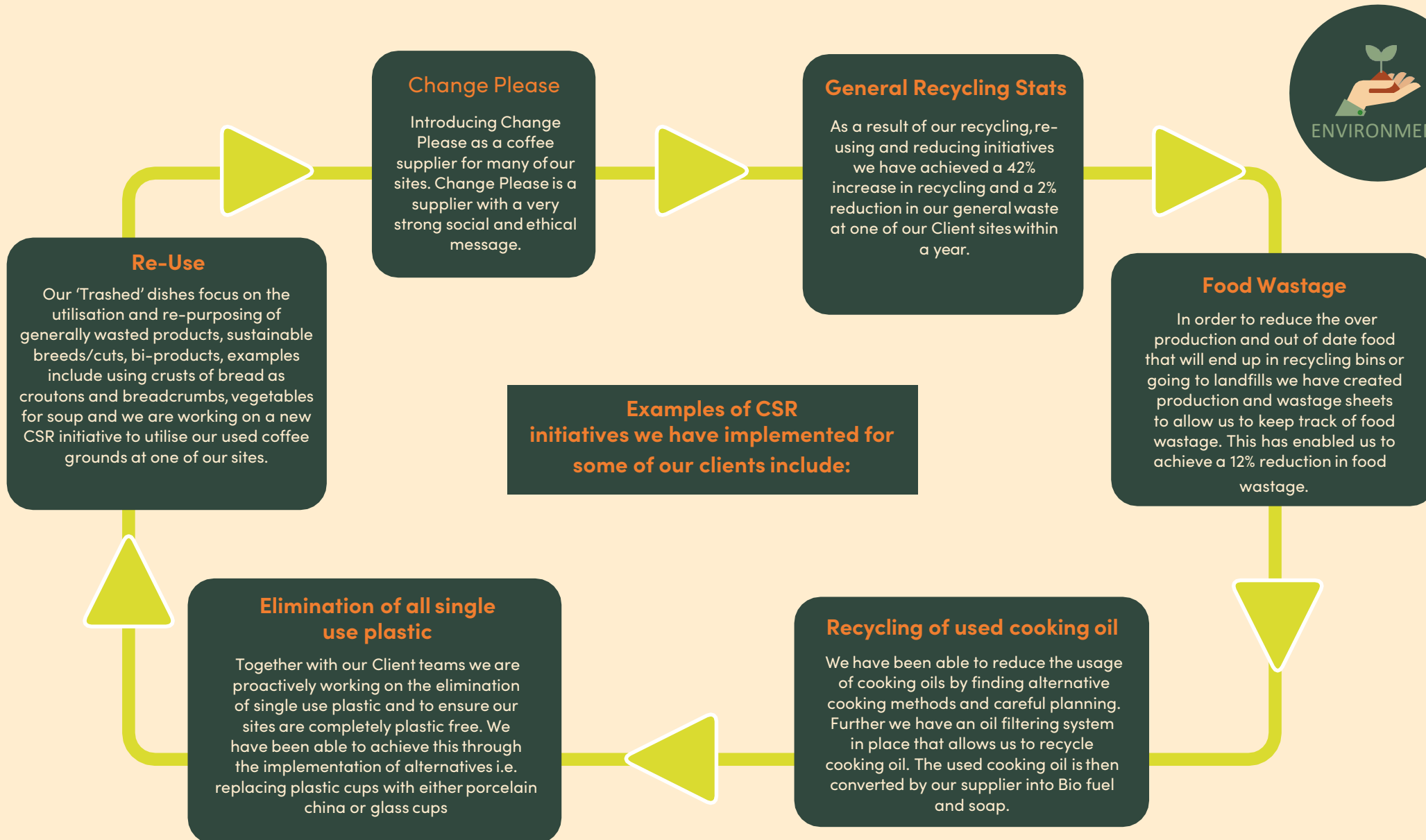
CupClub supplies cups to fit Client requirements, any quantity from 500 to tens of thousands of cups per month.

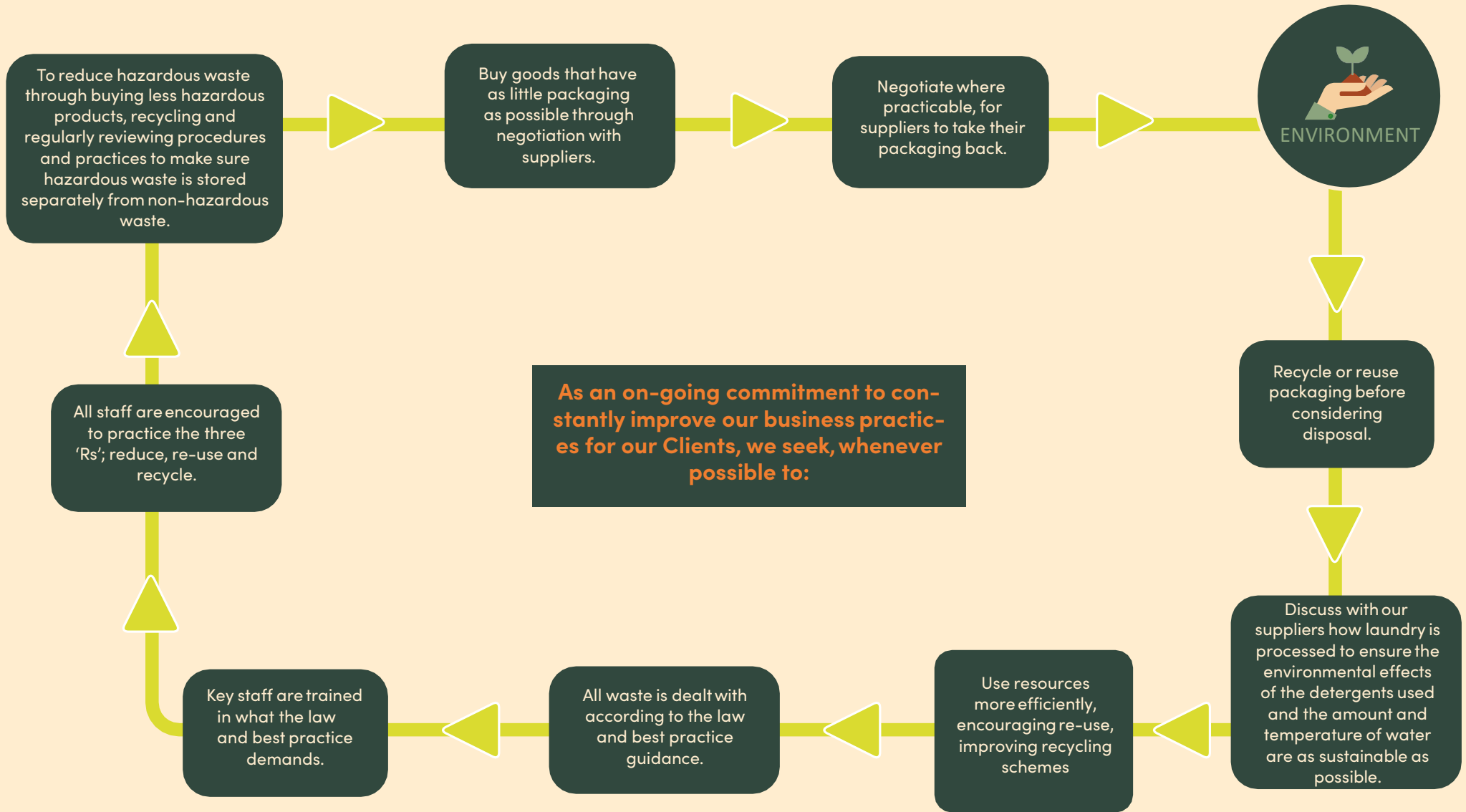
Tracking

Track cups, lids and cases use RFID technology. CupClub then ensure people return cups through soft and hard incentives, and report on how the service is working for the Client and its users.

Collections

CupClub cases are the drop points for used cups. CupClub collects and cleans everything for reuse, all in an eco-friendly way.





Further environmental Initiatives we have implemented for our Clients

Supplier / Order and Delivery

- Full audits on all packaging used by supply chain
- Identifying supply chain partners using non-reusable packaging
- Finding and implementing compostable solutions or ideally reusable alternatives

Delivery Vehicles and Emissions

- Full report on vehicles used in current supply chain
- Bio-fuel future - more information on recycled oil used to fuel vehicles
- Reduce deliveries and increase deliveries using electric vehicles or vehicles using recycled oil for fuel

Products

- Introduce reusable water bottles
- Recycle coffee grounds through Bio-Bean
- Audit all impulse products and drinks currently stocked and replace impulse and drinks products where required



Food Preparation

- Menu planning / review consolidation of production between Staff Restaurant and Hospitality, reduce multiple production points wherever possible
- Audit all plastic use in the kitchen
- Provide alternatives to plastic use in production and timetable introduction of alternatives. Example: move from cling film and use non-plastic version, or compostable version
- Consider pricing implications of all changes
- Agree and replace plastic items in the kitchen with reusable and compostable alternatives
- Review the viability of using electrolyzed water instead of cleaning chemicals in pot wash process
- Audit current eco-friendly cleaning products used in the kitchens

Minimizing Waste

We have listed some ideas as part of our 5 year strategy on CSR on the following pages, which we hope demonstrates how we will work collaboratively with our clients to reduce our impact on the environment.

In 2012 we gained our environmental certification and became ISO 14001 registered. As a company we recognise the important part that we can play in protecting the environment.

We are committed to being responsible and in compliance with all the legal requirements. We have integrated environmental management systems into our day-to-day business activities and operations and manage our activities in a manner that protects the environment and the safety of our staff and public health.

We have introduced to the business 3 measurable environmental objectives that carry an environmental commitment. Please see the diagram on the right.



Supply Chain	As a fresh food company our clients and customers enjoy the benefit of daily deliveries from local suppliers. Our chefs have fabulous relationships with individual suppliers and where there is flexibility in menus they can take advantage of special offers and deals.
Recipe Management	We use costed recipe sheets to minimise wastage during the ordering and production of food.
Training	Our huge investment in training and development equips our kitchen teams for every aspect of culinary management including managing food production and ingredients.
Stocktaking	Weekly stocktaking and stock rotation minimise the risk of products going to waste by going out of date.
Portion Control	Daily briefings from the chefs include portion control guidance. Additionally, using the App and through partnering with gyms and MyFitnessPal customers can get a clarity around personalised portions.
Measurement and Reporting	Wastage sheets and more advanced systems such as Winnow and Chef's Eye enable us to evaluate plate and production waste and tailor operations moving forward. We also work with client teams to understand fluctuating building numbers.



Lex Chef – Trashed

In 2018, fuelled by our desire to constantly find ways to minimise our environmental impact we launched our latest brand Trashed. Stemming from our annual LexChef competition, Trashed is a Lexington initiative designed to reuse and repurpose unloved or under-utilised ingredients, wasted products, sustainable breeds/cuts, bi-products as well as other things used on site that generally end up thrown away. We have already introduced our 'Trashed' dishes at our sites with great success and we look forward to implementing more in the upcoming months.



We recently won the Stakeholder Engagement Award at the 2019 Footprint Awards in recognition of our Trashed brand launched in November, 2018. Organised by Footprint, and judged by senior industry specialists, the Footprint Awards have become synonymous with best practice and dedication to sustainability in the foodservice and hospitality sector.



Footprint Awards remains the only initiative to honour the achievements of



Stakeholder Engagement Award

companies in the area of sustainability and responsible business practice in the out of home sector and its supply chain. Footprint Awards represents the annual celebration of the work that organisations in the foodservice industry are doing to in some way redress the balance for the benefit of themselves, their community and the industry at large. It is a celebration of initiative and innovation, of commercial imagination and endeavour. We are extremely

delighted our Trashed food concept has

been recognised by senior industry specialists. This recognition is a fantastic testimony to the hard work and commitment from everyone at Lexington driving forward our CSR and environmental practices.



Chef's Eye

We have partnered with Chef's Eye, a food tech reduction technology to monitor our waste levels.



WHO ARE CHEF'S EYE?

A food waste reduction software, helping hospitality sites to take control of the food waste, cut food costs & purchasing.

They provide an easy to use and affordable technological solution which gives actionable data on wastage to help kitchens be more efficient and sustainable.

HOW DOES IT WORK?

Chef's Eye works via a simple system of scales on which food waste is measured, and an iPad where the chef will select the product that's being thrown away. Wastage is calculated by weight, and chefs get a detailed report where they can see where they can easily make changes to help reduce what is thrown away, making a valuable difference to the environment and saving the business money.



Scales

iPad & App

Customers & Savings



CASE STUDY

The three months Chefs Eye Tech trial period with Lexington Catering started on the 5th of Nov 2018. Around 1100 people are working in the offices on an average day and over 800 hot and cold fresh dishes are served throughout breakfast, lunch and dinner in the main staff restaurant area.

THE TRIAL

One Chefs Eye System was setup in the cafeteria.

Two full days of training were provided for the Management, FOH and Kitchen Team. Training started with the customisation of the Chefs Eye Dashboard and app to ensure accurate reporting.

A Food Waste Champion was nominated to help the Management Team to monitor food waste data, maintain the system and support other staff members registering food waste correctly. The weekly reports and images are used at staff briefings to identify problematic areas and gather ideas from the team about how they could work on it together as a Team to reduce it.

The food waste data helps the Management Team in monthly reporting to the Client on food waste. It also supports them in menu planning and justifies changes made in the way food is served.

Although the took some measures to reduce food waste e.g. ensuring food waste was separated before being disposed, chefs regularly reviewing the bins to identify any areas they could use to improve in their trimming techniques, or to make the most yield out of a produce; our client was still facing the following challenges:

- Limited ability to accurately weigh or identify the type of food being wasted.
- Limited ability to understand the total volume of food waste

ACCURACY

- Without the ability to measure accurately the site were unable to construct any reports on the cost of food waste which meant they could not set in motion any cost saving initiatives.
- Limited ability to understand the total volume of food waste.

VISIBILITY

FOOD WASTE SAVINGS

There are 3 main reasons of food waste measured on site, overproduction, trim waste and plate waste. Overproduction accounted for 76% of all food waste so it was agreed this would be the first area to focus on

The amount of overproduction has significantly dropped in the trial period. In the first 4 weeks of using the system, an average of 223kg overproduced food waste was weighed weekly.

In the last 4 weeks of the trial period 125kg was weight, a 98kg weekly reduction. With an average cost of £2.2/kg of food waste cost (WRAP industry figures for BNI), this equates to a £215 / week, or a £970 cost reduction in a month. At £150 monthly cost of Chefs Eye System, this is over 600% ROI.

AT THE END OF THE TRIAL PERIOD NEARLY 4 TONS OF FOOD WASTE WERE WEIGHED, AND ALMOST £10,000 WORTH OF AVOIDABLE FOOD WASTE WAS DISPOSED.

Pre-trial overproduction food waste cost	£2,207 per month
Post-trial overproduction food waste cost	£1,237 per month
Saving	£970 per month



"The first stage was monitoring and we have now started the process to actively look at our waste streams and reduce production where possible. We have also reviewed the items that we are reusing and make use of most of our ingredients that come back. On set days we are now producing less food and our chefs go outside more often to check if more production is required for the next day."

General Catering Manager

"Our staff members are now more aware of food waste and use their knowledge and experience to reduce food waste on a daily basis. In our weekly team meeting we update the team on the progress that has been made and inform them regarding new focus points."

Head Chef

'Waste Not, Want Not' - Coca Cola

In line with the Coca Cola's 'World Without Waste', our General Manager at the site launched a new initiative to reduce waste and encourage our customers to think locally and act locally to help reduce the waste we are producing.

Our 'Waste not, Want not' scheme helps reduce our food wastage, raise money and awareness for a local charity, and promotes the use of sustainable and reusable food packaging.



LINKLATERS CASE STUDY

Reusable boxes - Linklaters



In 2016 we implemented a reusable boxes initiative at Linklaters. We wanted to change the culture at Linklaters from a one-use box to a multi-use box and encourage employees to think about ways in which they can directly reduce waste. We allowed customers to bring their own containers, introduced a 20p charge on takeaway boxes, introduced a 20p charge on purchase a reusable plastic box.

Results

Sales of reusable containers
530 units

40% decrease in spend on takeaway containers

Launch month incentive budget account total: £230.10

1month later incentive budget account total: £1330.18



Water Wastage

Research commissioned by DEFRA and Carbon Trust using one of our client sites has shown that the most effective way of reducing energy consumption in commercial kitchens is to use equipment of the right scale for the operations in question and designed to maximise energy and water efficiency.

We have already implemented this at a number of our sites and undertake the following as a matter of day to day tasks:

- Careful menu planning allows us to defrost any food overnight rather than in water
- Encouraging use of innovative dishwashers that will only turn on when they are full, resulting in a more economical way of washing up.
- Regular audits by our health and safety experts Food Alert highlight any leaking taps that might be wasting water. We also encourage the use of sensor taps that automatically turn off when not in use and encourage water efficiency

Our aim ultimately is to introduce water mapping and sub metering to our site kitchens. Water mapping is a tool that will allow us to monitor the distribution of water, which will in turn allow us to pin point areas where most water is wasted. Similarly, with sub metering, we can closely monitor our water consumption and make changes right at the source. While we have already implemented good kitchen practices, as we look to replace equipment, look to introduce energy and water efficient models



Water Unite

As of 1st October, together with our parent company, Elixir we have joined forces with Water Unite to tackle the ocean plastic issue head-on, substantially reducing plastic pollution by 2030.



How it works

We will be donating 1p per bottle of water sold, across all sites and all sizes. Through sales of bottled water across our entire business, and by partnering with Water Unite, we will help strengthen the plastic value chain to reduce mismanagement and the impact of plastic on the environment. We will be raising money to improve plastic recycling in underdeveloped communities, where it is reported that the majority of ocean plastic is entering our waterways.

WATER

WATER UNITE WAS CREATED TO HASTEN THE END OF WATER POVERTY.

THIS IS BECAUSE WE BELIEVE THAT HIGH QUALITY WATER SERVICES ARE THE FOUNDATION OF HEALTHY SOCIETIES.

UNITE



Lexington's partnership with Water Unite has provided an opportunity to 'do good' with the sale of bottled water in the UK. Raising funds to support the handling of plastic with those communities where the recycling infrastructure is not as advanced as ours. Lexington's aim is to tackle this at source and at point of waste.

The funds raised are going to be used catalytically to bridge a gap that exists in the world – the space between low level 'philanthropic' monies and larger institutional/ World Bank level money. The aim is that together, through micro donations across the bottled water industry, we can raise billions per year!



Going Circular

The ultimate aim of zero waste to landfill will require a close collaboration with our Clients to set out a combined strategy to achieve this target.

As an organisation, we are committed to a fully digitised approach starting with Company Handbooks on memory sticks, all procedures and manuals being made available online and on our communications hub, LexTalk. Reducing packaging used in deliveries will be a key driver, as will reducing deliveries and ensuring reusable packaging is used wherever possible.



GOING CIRCULAR

Present

- Working together to maintain zero waste to landfill and near 100% recycling status
- Non-recyclables goes to incineration for energy
- Food waste goes to anaerobic digestion or composting
- Information given to customers on environmental data, energy and waste
- All procedures and manuals available online and on communications hub
- Reduce the amount of deliveries to site
- Reduce packaging in deliveries

3 YEARS

- 100% compostable disposables
- Produce hospitality in staff restaurant to minimise waste
- Improve recycling through competition, education & marketing
- Water mapping
- Reduced packaging in delivery cycle
- ISO14001, Food for Life and Sustainable Restaurant Association accreditation for our clients
- Remove disposables where an alternative is available
- Only work with suppliers who use ultra-low emission vehicles

5 years

- Maximum reuse and recycling across all core operations
- Ongoing supplier innovation to reduce, reuse and recycle

Track circular economy thinking in our sector to identify, propose and collaborate on leading edge initiatives

2019

2024

Buying Social



Our choice of suppliers will not only have a local theme, but we have reviewed how we can work with partners that make a positive social impact. Partners such as Change Please, Water Unite, Fat Macy's - a chef based social enterprise we have recently started to work with help us to drive the social agenda reported and audited on an annual basis.



BUYING SOCIAL

Present

- Buying fresh, seasonal and local
- Supporting local enterprise
- Employment schemes such as Lex School of Talent
- Bespoke chef development schools
- Promote products with strong social message such as Change Please, Water Unite
- Community initiatives including Springboard, People First, GOSH, Breaking Barriers
- Work closely with ISMA
- Promote diversity organisations, e.g Women of the Year

3 Years

- Working with local colleges in recruitment
- Record spend with social enterprises through our operational dashboard
- Working with social enterprises

5 Years

- Commitment to social enterprise through purchasing (to be agreed)

Collaborate with our Clients to identify and remove barriers to social enterprise procurement and jointly share learning in the market

2020

2025



Menu Design

To make best use of this supply chain, it is clear that menu design must fall in line with this strategy. Our Food Development Team will work with the team on-site to ensure seasonality in all our menus wherever possible.

Our menu design must encourage healthy eating through our Flex, Grains&Greens and Vitalicious ranges.

Our cooking techniques will work on the exclusion of trans fats, additives and colourings from cooking. We have registered to the salt reduction pledge, calorie labelling on our Flex range and overall sugar reduction.

Finally, we would look to potentially water and carbon map our menus, as well as calorie count our entire menu.



MENU DESIGN





On-Site Operations

The introduction of Green Teams and Green Champions provides the framework for our EMS system at our Client sites. We create an EMS action plan and we collect key data via our management dashboard.

Finally we can drive further economies by blurring the lines between the retail and hospitality environments. Moving internal hospitality through staff restaurants reduces unwanted sandwich lunches, taking away 'just in case' conferencing trays and replacing with made to order barista coffee in will further reduce wastage.



AT ONE OF OUR SITES We have decreased food waste by almost half in the past 4 months, this was achieved by cutting the offer back on Fridays, making smaller batches of grab and go, cooking smaller batches of hot food and not overfilling the deli bar up all at once- July, 2019

ON-SITE OPERATIONS

