



HARLECH

EST **FOODSERVICE** 1972

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OUR POLICIES

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COMPANY INFORMATION

Company Name & Address	Harlech Foodservice Limited Parc Bwyd Llanystumdwy Criccieth Gwynedd LL52 0LJ
Company Registration Number	01413059
Telephone	01766 810 810
Email	sales@harlech.co.uk
Website	www.harlech.co.uk
Vat No.	166 2082153
Number of Employees	200
Accredited Management Systems	BN EN ISO9001:2015 – The Provision of Comprehensive Food Deliveries STS Approval in accordance with the code of Practice and Technical Standard for Food processors and Suppliers to the Public Sector SALSA - Safe & Local Supplier Approval NSF Certification – Verification of PGI Status Welsh Lamb and Welsh Beef Green Dragon Environmental Standard – Level 2 Masternaut Silver Certificate for reducing CO2 and CO2 Equivalent emissions
Insurance Certificates	Public & Product Liability £10,000,000 Employers Liability
Membership	TUCO – The University Caterers Organisation Laca- Associate Member North Wales Tourism Member Socius Member
FOLLOW US ON SOCIAL MEDIA	@harlechfoods   

ABOUT US

Harlech Frozen Foods, as it was then known, was a founded in 1972 by husband and wife team Colin and Gillian Foscett selling frozen foods and Wall's ice cream from a small depot in Harlech.

The business grew and in 1975 Colin's older brother, Fred Foscett, joined the company bringing with him financial support and IT expertise. It soon became apparent that the business would outgrow it's premises on the high street in Harlech and when a plot of land at Y Ffor, near Pwllheli, came up for sale it was an opportunity to expand and build a purpose-built depot to accommodate future growth.

For a few years the company traded from both sites but the new depot proved much more efficient and a decision was taken to close the Harlech site in 1990 and operate solely out of the one depot at Y Ffor. In 2010 the company outgrew its premises at Y Ffor and moved to a purpose built depot on the Food Park at Llanystumdwy.

Started as a small family firm, the company now employs over 200 full time members of staff and turns over in the region of £30m per annum. In an area of high seasonality, the company expanded the business further to take on larger accounts and contracts including breweries, hospitals and schools. These activities have helped us to secure year round employment for our staff.

In March 2003 the trading name was changed to Harlech Foodservice to reflect a growing range of products and services. Harlech Foodservice also launched its own range of premium scooping dairy ice creams for the catering and retail trade in March 2003. This product is known as "Welsh Maid" and sold throughout North Wales.

Harlech Foodservice is accredited with ISO 9000: 2001 (quality standard) and STS (food safety standard), earned through procedures based upon 45 years experience delivering frozen, chilled, grocery, disposables and ice cream to outlets of all sizes.

In addition to providing a range of more than 20,000 wholesale products to our private and public sector catering customers. We offer a comprehensive range of impulse ice creams (e.g. Cornetto, Solero etc) from the major manufacturers (Wall's, Nestle, Cadbury's, Mars, Treats) and also offer a core range of frozen foods from leading manufacturers. Harlech Foodservice has expanded its range of products to include a much wider range of grocery and chilled, fresh meat and poultry, kitchenware and catering equipment, cleaning and disposable goods as well as the current range of frozen products available.



MISSION STATEMENT

Harlech Foodservice Ltd will strive to become the leading delivered foodservice operator within its geographical area, through adapting its product range and delivery service to suit its customer's needs, together with implementing sustainable working practices to lessen its impact on the environment.

The company also recognises its responsibilities towards its employees and will provide a safe working environment through training and a programme of continuous improvements.

VALUES

Harlech Foodservice Ltd is a second generational family business and holds the customer at the centre of everything it stands for. Continuous growth has been achieved by fully understanding its customer's needs in terms of range and delivery service, as well as providing up-to-date food legislation information, to sustain their business.

OBJECTIVES

The Company's objectives include diversifying its customers base to include, Local Education Authorities, Higher Education Institutes and Healthcare Providers, however it also recognises the growing needs of its traditional customer base and will continuously adapt. The Company will continuously invest in more efficient equipment to help reduce its Carbon Footprint, whether it be Hybrid cars for its Sales Team, state of the art Commercial Vehicle Fleet, or extra solar panels to further increase its sustainable power generation. Its ultimate environmental objective is to become a Carbon Neutral Company, and is currently exploring varied avenues to achieve this

QUALITY POLICY

It is the policy of Harlech Foodservice to provide a service that fully and consistently meets the agreed requirements of our customers and continually improve the effectiveness and quality of our Management system.

A framework is provided for establishing and reviewing our quality objectives ensuring that they are communicated and understood throughout our organisation they are continually reviewed for suitability.

We are working to that staff, at every level and in every department within the company, are aware of the need to comply with the Management system and are being suitably trained. It is the responsibility of all employees to ensure that their part in this policy is understood, implemented and maintained.

The policy is formulated in conjunction with our strategic objectives, where we target our business needs and that of our customers.



GDPR / COOKIE POLICY

Our customers, colleagues and suppliers rightly expect us to provide safe products, ensure the health and safety of everyone who works at our depots, protect their data, operate in an ethical way and minimise our carbon footprint. We take our responsibilities in these areas very seriously.

Our privacy compliance programme ensures that customer and colleague data is protected in the line with the requirements of the General Data Protection Regulation (GDPR). This Privacy Policy is designed to give you information about how we obtain, collect and process your personal data. We, as a data controller, are responsible for deciding how we hold and use personal data about you. We are committed to protecting and respecting your privacy and ensuring that personal and sensitive information is gathered in compliance with this Privacy Policy.



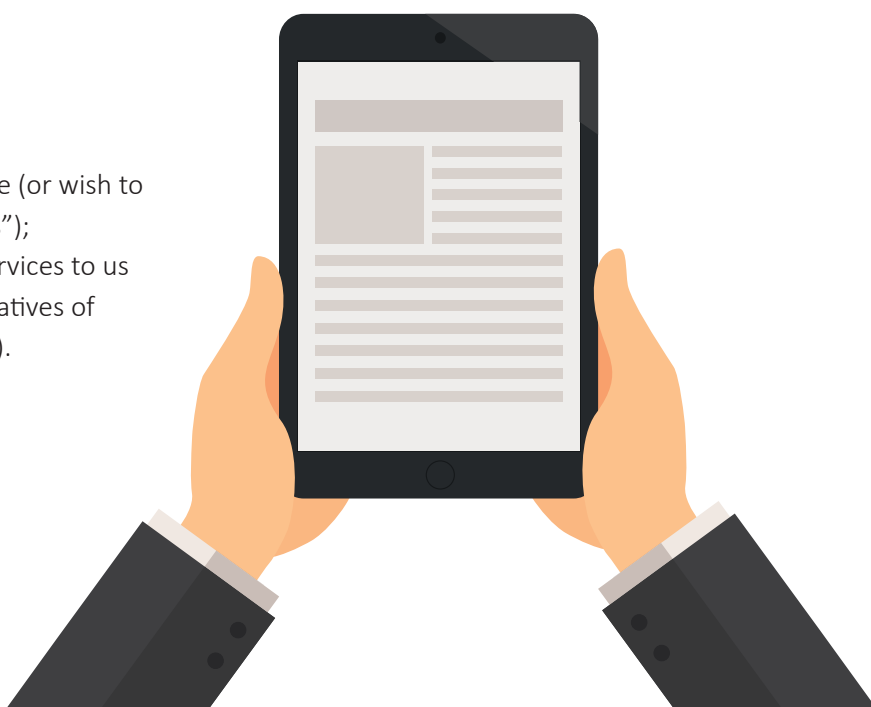
We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- Identity and Contact data
- Financial and Transaction
- Profile data
- Marketing and Communications data
- Usage data
- Social Media data
- Technical data
- CCTV data

Our Cookie policy is aimed at:

- Users of this site;
- Customers (or prospective customers) who purchase (or wish to purchase) goods and/or services from us ("Customers");
- Suppliers (or prospective suppliers) of goods and services to us
- Employers, agents, contractors and other representatives of Customers and Suppliers ("Business Representatives").

We have our full policy on www.harlech.co.uk



ENVIRONMENTAL POLICY

Harlech Foodservice is committed to addressing its impacts on environments, to continual environmental improvement and to implementing an Environmental Management System (EMS).

Accountability for environmental issues at Harlech Foodservice rests with the Managing Directors, Andrew Foskett and Johnathan Foscett. Dave Clarke is responsible for the day-to-day running of the EMS, which includes the following:

Implementing and maintaining the EMS

Monitoring environmental performance

Ensuring competency of staff

Communicating on all environmental issues internally and externally interested parties

Keeping staff aware of their responsibilities, commitments, roles, authorities and environmental performance

We currently:

- Use vehicle telematics to monitor effectively
- A cycle rack available to encourage staff to cycle into work
- Use FSC paper throughout the offices
- Use solar panels
- A rolling programme of LED lighting installation
- PIR sensors are located within strategic locations
- An ambition to become a 'Distribution Carbon Neutral' organisation
- Food and clothes banks are used and are available for staff to place items in which gets sent to the Local food bank.
- Wherever possible plastic containers are sent back to the suppliers, this includes crates and trays which bring produce inwards
- Cardboard boxes are compressed wherever possible in order to maximise the space used within each bin
- An electric vehicle charging point is available, additionally hybrid vehicles have been provided to directors and reps
- We are committed to support their supplier Fairway Foodservice Group in their development of their Plastics and Packaging Vision, Strategy and Policy which was issued in August 2018 by Chris Binge.

ENVIRONMENTAL AWARDS

Green Dragon Environmental Standard Award- Level 2

Currently working towards level 3 (out of 5)

Member of Masternaut- Reducing CO2 and CO2 equivalent emissions

Silver Award

Reduced CO2 emissions by 22827kg in 2018 and 32557kg in 2017

Member of Ecosurety Compliance Scheme- in order to comply with the Producer responsibility obligations(packaging waste) Regulations 2007

CERTIFICATES

Verification PGI Status- Use Local Welsh Meat

SALSA Certificate- Safe and Local Supplier Approval

STS Approval- In accordance with the Code of Practice and Technical Standard for Food Processors and Suppliers to the Public Sector



REDUCING OUR CARBON FOOTPRINT

We are continuously trying to improve our carbon zero projects for the near future through:

Working with a new Supplier to closely monitor our waste and recycling

Measuring HFS Carbon Footprint

Reducing our carbon footprint

Provide Energy readings for our energy saving schemes

Provision of LED lighting at our Butchery

Provision of Solar Panels at our Butchery

Maintenance / cleaning service of solar panels at HQ

External Yard Lighting (Battery Storage)

Carbon Trust Business Funding

Implementing a system for measuring cardboard and plastic recycling



CLIMATE CHANGE

We have a longstanding commitment to reducing carbon emissions. We continue to reduce emissions associated with the distribution of our products by maximising the efficiency of our deliveries, using all the space in vehicles where possible and manually organising routes to minimise the distance travelled.

We are also investing in new Euro 6 engine vehicles that are more efficient and pollute less. The new trucks include thermally efficient lightweight boxes and lean burn refrigeration engines. Refrigerant gas replacement to new ozone friendly gas for the coldstores and trucks. Energy efficient refrigerant controls that defrost the freezer units only when required (normally timed).

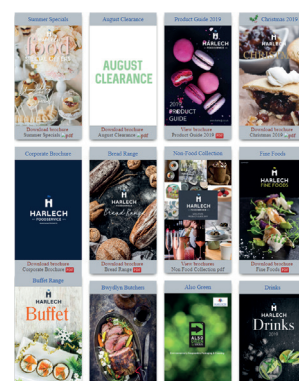
Our new reps cars have two sources of power: a conventional fuel engine and a battery-driven, electric motor. The system automatically switches between the powertrains, or uses a combination of both, to deliver a perfect blend of power and efficiency. And to make the whole system even more efficient, regenerative braking captures up to 90% of the energy normally lost through friction brakes, then recycles it to recharge the high-voltage battery.



SUSTAINABILITY POLICY

Harlech Foodservice is committed to promoting sustainability. Concern for the environment and promoting a broader sustainability agenda is integral to our professional activities and the management of the organisation. We aim to follow and to promote good sustainability practice, to reduce the environmental impacts of all our activities and to help our customers and suppliers to do the same.

- We are embracing digital marketing to reduce our print.
- We reuse or recycle office waste, including paper, computer supplies and redundant equipment and have setup recycling bins across the building.
- We have reduced the energy consumption of office equipment by purchasing energy efficient equipment.
- We try to minimise our use of paper and other office consumables, for example by double-siding all paper used, and identifying opportunities to reduce waste. Through this we have reduced our overall print by 50%.
- In 2015 we installed solar panels on the roof of our main depot as well as investment in energy reading and saving schemes.
- We donate short dated products to the local food banks to minimise as much food waste as possible.
- We have set up clothing bank donation baskets in our depot.
- We stock a wide range of fair-trade and eco friendly products.
- We supply water machines with reusable water bottles for all staff and visitors at our depot.
- We support many charity events in the area in excess of £30,000 per year.
- Our chosen charity for 2018/19 was 'Ty Gobaith' and we raised £3,071 through numerous events.
- Our chosen charity for 2020 is 'Action For Children.'
- In 2018 Harlech donated £10,000 start-up funding towards North Wales Tourism Hospitality Academy which was to help with training in the hospitality sector ensuring the future of next generation in the industry.



EQUALITY & DIVERSITY POLICY

Harlech Foodservice Limited condemns all forms of discrimination and has developed this equality policy to promote our equality objectives. The main aims of this policy are therefore, to:

- Eliminate any form of discrimination within the Company on the grounds set out in this policy
- Create inclusive and sustainable communities in the area that are free from discrimination and harassment
- Ensure all customers have equal access to high quality services that meet their needs
- When providing services we ensure that our customers, associates and suppliers are treated fairly and with dignity, in accordance with the Equality Act 2010.

Furthermore, it is recognised that if the above aims are to be successfully achieved the development of additional key equality and diversity policies are required. We are aware of and value the different groups of customers and possible future customers that we serve and aim to deliver services that meet the needs of this diverse client group. All individuals can expect to receive equal access to the services we provide now and in the future. Detailed below are the equality statements and commitments that, when implemented, will ensure our strategies aims and objectives are met:

Confidentiality of information is maintained at all times.

1. Our company has considered physical and social barriers that may prove a barrier to our customers and we have considered how to overcome them.
2. The Company respects the bilingual nature of Welsh communities, where possible promote the use of the Welsh Language.
3. The Company will also endeavour to provide suitable interpreting services where appropriate, and will ensure that buildings are accessible to all wherever possible or that a suitable alternative is provided.
4. We understand equality activities Benefit, Attract and Retain Staff.
5. The Company advertises vacancies widely to maximise the number of potential applicants.
6. The Company has a staff Handbook to ensure fair and legally compliant staff management practice.
7. We implement regular staff appraisals.
8. Delivering Equality good practice through suppliers.

In implementing this policy, we will endeavour to meet all legal obligations under the protected characteristics of Equality Act 2010.

“We embrace diversity, promote equal opportunities for all and eliminate unlawful discrimination in all areas of our work”



HUMAN RIGHTS & ANTI SLAVERY POLICY

We are proud of the conditions of employment for all our employees throughout business. The employment of associates and purchasing practices operated by the business ensure that the company operates ethically and we expect a high level of ethical conduct and transparency from those businesses with which we purchase or conduct other business with or within our supply chain.

Harlech Foodservice Ltd, has zero tolerance to slavery and human trafficking and is committed to ensuring that there is no place for modern slavery or human trafficking in our supply chains or in any part of our business. We do not knowingly trade with or support any business involved in these practices. The company follows a due diligence process in regard to legislative requirements contained within the Modern Slavery Act of 2015, through the supplier assurance scheme and supply chain with its suppliers. As part of our initiative to identify and mitigate risk. In relation to that of human trafficking and slavery we operate a range of policies and procedures within the supply chain. These include the policies and procedures in the following areas:

- Supplier Approval
- Third party provider & outsourcing
- Whistle blowing

Our Directors & relevant management team have strategies in place, within our own organization and particularly regarding our procurement procedure, to implement our understanding of the Act. We endeavour to follow the guidelines and responsibilities set out in the Modern Slavery Act 2015. The Board of Directors has overall responsibility for ensuring that this policy complies with the Company's legal and ethical obligations. The Board of Directors has day-to-day responsibility for implementing this policy to ensure it is effective in preventing or re-mediating the risk of modern slavery. They are also responsible for investigating allegations of modern slavery in the Company's business or supply chains.



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HEALTH & SAFETY AT WORK POLICY

Harlech Foodservice recognises and accepts its obligations as an employer in providing a safe and healthy workplace and working environment for all employees, visitors and any others affected by company activities. Our Health and Safety Policy provides details of the arrangements for health and safety within the company through, General Statement of Health and Safety Policy, Organisation and Arrangements.



It is only by giving safety a high priority at all times that we can ensure that ourselves, our colleagues, clients and the general public are protected from the hazards which may exist throughout our working operations. We expect all employees to make themselves fully conversant with, and conscientiously discharge, their duties and responsibilities as defined in this Policy document, thereby ensuring that our operations are undertaken with full regard to Health, Safety and Welfare.

Our Statement of General Policy Intent is:

- To provide adequate control of the Health and Safety risks arising from our work activities.
- To consult with our employees on matters affecting their health, safety and welfare.
- To provide and maintain safe plant and equipment.
- To ensure safe handling and use of substances.
- To provide information, instruction and supervision for employees.
- To ensure that all employees are competent to do their tasks, and to give them adequate training.
- To ensure that all young people under the age of eighteen, are given the training needed to carry out their duties and that at all times their health safety and welfare is considered: including working hours.
- To prevent accidents and cases of work-related ill health.
- To maintain safe and healthy work conditions.
- To carry out risk assessments on all foreseeable hazards within the work place and then to do all that is reasonably practicable in lowering the risk from the identified hazard.
- To review and revise this policy and other procedures as necessary at regular intervals.

To see your full Health & Safety Policy contact Dave Clarke our Operations Manager

FOOD SAFETY & QUALITY POLICY

Our butchery division, Bwydlyn Butcheries is dedicated to this Quality Policy, which ensures that our key operating objective of providing high quality products and service to all our customers is always met. Bwydlyn is always committed to producing safe and legal products. To achieve this Bwydlyn has established and implemented a documented quality management system meeting the standards of the Safe and Local Supplier Approval (SALSA). It is committed to achieving and maintaining accreditation, and continually improving. The Quality System is described in the site Quality Manual and its effective operation is monitored and administered by the Technical Manager. This policy will also assist in achieving consistent product quality under the Bwydlyn brand, which will deliver customer satisfaction. Company Directors are committed to continually improve the effectiveness of the Quality Management System by regular auditing, review and rectify actions.

To address food safety issues Bwydlyn has implemented a comprehensive HACCP plan, which is controlled by the quality management system. Bwydlyn will continue to invest in both its personnel and new technology to ensure that it remains at the forefront of the industry. Specific objectives of this policy are:

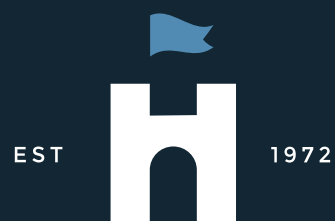
- To design, install and operate premises and equipment that allows us to effectively achieve hygiene standards, consistent with relevant food safety legislation.
- To comply with the UK Food Safety Act 1990 and all current legislation, including EC directives and regulations under approval number: UK DP041 EC (UK7030EC)
- To work with our suppliers to ensure that all raw materials and products are safe, and that attention is paid to hygiene and quality.
- To promote good working relationships with local, national and EC authorities engaged in the enforcement of legal standards.
- To work with organizations to promote the use of efficient and responsible manufacturing and trading practices.

Each year Food Poisoning or Food Bourne Infections affect thousands of people, it can be avoided if robust procedures are followed correctly.

Contamination of food is mostly caused by: Lack of personal hygiene, poor cleaning, and use of equipment, poor storage and processing. It is essential that an employee in a food environment maintains high standards of hygiene at all times and it is required by law to work within the relevant regulatory and legislative requirements. The main laws are:

- EC Regulation 852/2004
- EC Regulation 853/2004
- Food Hygiene (Wales) Regulations 2006
- Meat Industry Guides April 2018





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