



**HARLECH**

EST **FOODSERVICE** 1972

OUR POLICIES

# OUR POLICIES

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# COMPANY INFORMATION

Company Name & Address	Harlech Foodservice Limited Parc Bwyd Llanystumdwr y Criccieth Gwynedd LL52 0LJ
Company Registration Number	01413059
Telephone	01766 810 810
Email	<a href="mailto:sales@harlech.co.uk">sales@harlech.co.uk</a>
Website	<a href="http://www.harlech.co.uk">www.harlech.co.uk</a>
Vat No.	166 2082153
Number of Employees	250
Accredited Management Systems	STS Approval in accordance with the code of Practice and Technical Standard for Food processors and Suppliers to the Public Sector  Green Dragon Environmental Standard – Level 2
Insurance Certificates	Public & Product Liability £10,000,000  Employers Liability
Membership	Country Range Group TUCO – The University Caterers Organisation Laca- Associate Member North Wales Tourism Member Socius Member Climate Partners Ecosurety
FOLLOW US ON SOCIAL MEDIA	@harlechfoods   

# ABOUT US

## **2022 sees Harlech Foodservice celebrate 50 fabulous years in business!**

From when we were first established in 1972, we have outgrown two premises and evolved in to Harlech Foodservice as you know us today. Modern day Harlech Foodservice services customers throughout Wales, the North West and the Midlands. Thank you to each and every one of you that continue to support us as we work together growing your business and ours.

### **Company Founders - Colin & Gill Foscett**

Both Colin and Gill were from family business backgrounds, so hard work and long hours were no stranger to them. When the opportunity to buy an ailing frozen food business in Harlech came up in 1972, they jumped at the chance. Colins' brothers Fred and Stephen later also joined the company and working hard to build the business was paramount to them all.

Sadly Colin passed away in 2015 and Gill in early 2019. Their children Jonathan, Andrew and Laura, together with fellow directors and staff work hard to take the business forward and continue their legacy.

### **Early Years**

Colin Harry Foscett left school in 1960 and worked for his father in the grocery trade.

By 1972, realising the potential of the up-and-coming Frozen Foods market, he took a leap of faith and raised enough money to purchase a small struggling frozen food outlet in the coastal village of Harlech.

Together with his wife Gill, their two sons Jonathan and Andrew pictured left, and their daughter, Laura, the decision was made to move from their native Shropshire to North Wales. Harlech Frozen Foods was born.

### **Steady Growth**

As the business grew it soon became apparent that the company would outgrow it's premises on the narrow 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 depot to accommodate future growth.

For the next 20 years the company continued to grow and in 2010 the operation once again outgrew its premises at Y Ffor and moved to a purpose-built depot on the Food Park at Llanystumdwy, near Criccieth. Today Harlech services its 4 satellite depots from this site, with daily deliveries to customers throughout Wales, the North West and the Midlands.

### **Mission Statement**

Since 1972, Harlech Foodservice remains an independent, family owned company that delivers a TOTAL FOODSERVICE solution with a CORE RANGE of products at COMPETITIVE PRICES and are committed to providing excellent CUSTOMER SERVICE.



# OUR COMMITMENT

We aim to deliver a total foodservice solution to the catering industry. We're passionate about all things foodservice and dedicated to delivering the highest quality of service to all of our customers.

We endeavour to source local Welsh produce wherever possible, not only for its excellent quality and taste, but also to help support local businesses. We work alongside a diverse mix of national and international suppliers to bring the caterer what they need, be it fine specialty foods or ingredients or the basic commodity items. With constant product development and review, our range is continually expanding to meet customer demands and changing trends.

Our aim is simply to ensure we meet the needs of all our customers and be regarded as the most reliable and efficient foodservice supplier in Wales and the North West - one phone call, one invoice, one delivery.

## Today...

Today, 50 years on, Harlech Foodservice remains an independent, family owned and managed company with award winning customer service and commitment to excellence at the heart of its business.

The company employs over 200 full time members of staff, offers in excess of 10,000 product lines and distributes to customers throughout North & Mid Wales as well as the North West of England and West Midlands.

# 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 Net Zero by 2050.

# 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.



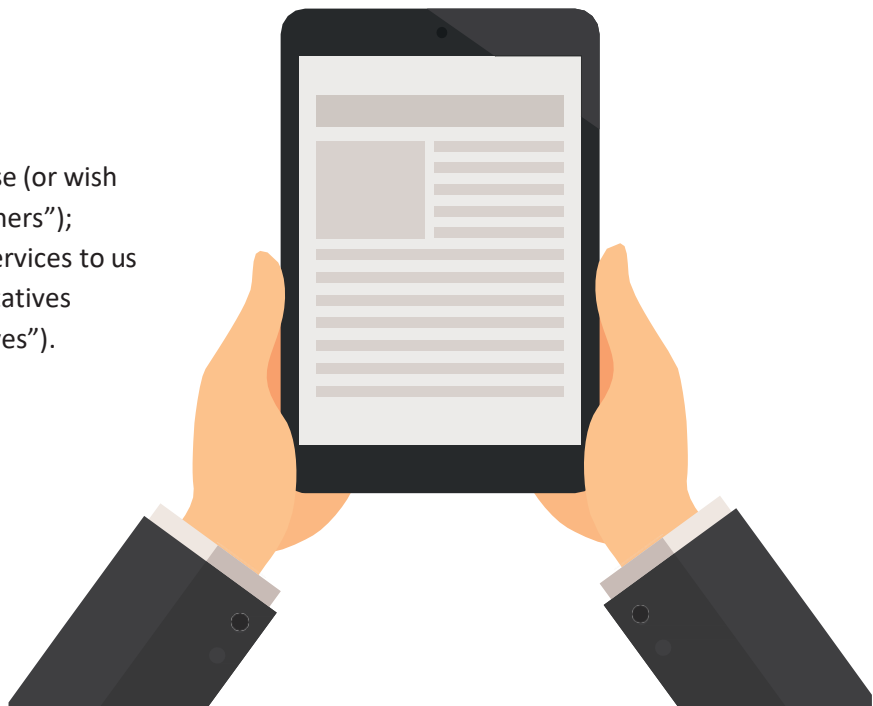
We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- 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](http://www.harlech.co.uk)



# ENVIRONMENTAL POLICY

We are working so 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.

It is the policy of Harlech Foodservice (HFS) 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.

HFS remains an independent, family owned and managed company with award winning customer service and commitment to excellence at the heart of its business.

The company employs over 250 full time members of staff, offers in excess of 4,000 product lines and distributes to customers throughout Wales as well as the Northwest of England and West Midlands. Our head office, warehouse, & transport teams provide a range of frozen, fresh, and ambient products from food, drink, consumables, and cleaning solutions to meet the customer needs.

We take our environmental responsibilities seriously and are committed to the principal of continual environmental improvement and the protection of the environment through pollution prevention and by keeping our environmental impacts to a minimum.

We have assessed our significant environmental impacts in our initial environmental review which include energy consumption, transport, and waste production.

We have implemented a Level 2 Green Dragon externally certified Environmental Management System and show our commitment by:

- Reduced electrical consumption by 30% via solar panels
- Investigating new wrapping materials,
- Hybrid vehicles where possible,
- Monitoring our key environmental indicators.
- Implementation of an annual environmental improvement plan, including objectives and targets,
- A commitment to complying with voluntary and legal compliance obligations that affect our business and ensuring that pollution risks are controlled or eliminated,
- Routing system reducing delivery time and distance per vehicle and maximising each load,
- Ensuring all our drivers receive a briefing on energy efficient driving techniques,
- Making our staff aware of their environmental impacts and how these can be kept to a minimum,
- Aiming for waste production to be kept to a minimum and reuse or recycle where possible,
- Practising good housekeeping and switching off appliances when not in use,
- Environmental & Quality review meetings.

Our Environmental Policy will be posted to our notice boards and will be part of the induction training to ensure it is communicated to all our staff. The policy will be made available on request to interested parties and will be reviewed annually and amended, as necessary.





# 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 with a Journey to Net Zero Plan

Provide Energy readings for our energy saving schemes

Provision of LED lighting throughout the business

Increase the number of Solar panels onsite

Maintenance / cleaning service of solar panels at HQ

External Yard Lighting (Battery Storage)

Carbon Trust Business Funding

Reducing our Waste and using a waste supplier where no waste goes to landfill and waste is either recycled or used to produce renewable fuels.

Replacing refrigeration units in our warehouse using refrigerant gas which will reduce refrigerant gas carbon emissions by approx. 50%

Replacing old HGV vehicles to with new HGVs with Hybrid refrigeration units and produce less Co2.

Feasibility study is being carried out to see if energy from the new refrigeration units in the warehouse can be used to heat water on site with a pump.





# 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 continuously investing in new HGV vehicles which are more efficient and pollute less. The new trucks include thermally efficient lightweight boxes and hybrid refrigeration engines. Refrigerant gas replacement to new ozone friendly gas for the warehouse cold store 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 stock a wide range of fair-trade and eco-friendly products.
- We supply water machines 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 2023/2024/ is The DPJ Foundation.



- The charities we support include Action for Children, Race for Life, Hope House, Ty Gobaith and DPJ Foundation to help local farmers and their families.
- We are working with Country Range Group and Climate Partners to find ways to ensure through our supply chain sustainability is the priority.



# PACKAGING & RECYCLING POLICY

A key principle of our environmental policy is to work with our supply chain partners and external contractors to reduce our impact on the environment, in terms of carbon emissions, water usage and biodiversity.

Changes we have made include:

- Zero Waste to Landfill using a local supplier who ensures all waste is recycled or used to generate renewable energy.
- Food waste is collected by Refood UK Ltd, and they transform it into cleaner, greener energy to power businesses and communities across the UK.
- Continue to be members of Ecosurety to meet the new Waste Packaging Regulation introduced Extended Producer Regulation (EPR) 2023.
- Continue to train all staff within the business to recycle and introduced clearly marked recycling bins throughout the business areas.

Our long-term plan will allow us to develop strategies as the business continues to evolve and we're currently working to implement the following to further support our environmental commitments:

- Identify packaging to phase out of our supply chain
- Our purchasing department is working with suppliers and introducing a new purchasing format to consider the packaging and location of products to make the decisions.
- Complete environmental impacts for key food products
- Work with our buying group Country Range Group to assist in reducing the packaging in our supply chain and encourage more use of compostable, biodegradable, recycled packaging, biobased etc.

Harlech Foodservice remains committed to reducing waste packaging and by continually monitoring the types of packaging used.

# 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 endeavor 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 endeavor 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 workplace 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.



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