



## **Corporate Social Responsibility Policy**

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### **Introduction**

Welcome to the Corporate Social Responsibility (CSR) Policy of The Drury Tea & Coffee Company Limited. This policy demonstrates our commitment to make a positive impact in all aspects of our business activities and sets out both our existing strategies for accomplishing this, as well as our plans to further improve and expand our beneficial interactions with all we encounter.

### **Company History and Structure**

**History** The Drury Tea & Coffee Company was established in 1936 when three Italian brothers set up a tea company, originally called Olmi Brothers Tea. They began by blending and packing tea from premises opposite London's Windmill Theatre and started roasting coffee just a few years later. It was their move to Drury Lane that gave rise to the Company's present-day name, The Drury Tea & Coffee Company.

**Structure and Shareholding** Today, Drury still remains a family business. The third generation of the Olmis now run the company, with the assistance of the fourth generation! The company is a private limited company, with the descendants of the three original brothers owning 100% of the shares.

**Business Details** We moved into a new head office and production facility located in the Royal Arsenal development in Woolwich, south-east London in June of 2015, from where we employ approximately forty people. We also operate a retail shop in London's Covent Garden where a further four people are employed.

Our turnover for the year ended January 2018 was approximately £4,600,000.

### **Workplace**

**Equal Opportunities** We are an equal opportunities employer, and are very proud that people thrive and succeed at Drury, regardless of race, gender, age, disability or sexual orientation.

**Living Wage** In January 2015 we became an accredited London Living Wage employer, the first in our industry to do so. Currently we pay a minimum of £10.20 per hour to all employees, including any sub-



contracted staff. We have become something of an ambassador for manufacturing within the Living Wage Foundation, promoting the Living Wage as much as possible to customers and suppliers alike.

We have in the past attended various Living Wage events, supporting the organisation's work in promoting fair pay. This included an event in 2015 at the House of Commons, where a number of Living Wage food producers showcased their goods to a number of MPs.

**Industrial Relations, HR Management and Recruitment** Our employees have the right to form or join a trade union of their choosing, although none have done so yet.

Our open door policy, running through all tiers of management, allows for excellent relations between all parties and very low staff turnover. Our average length of service currently stands at just over 13 years across forty-four employees, a figure we're particularly proud of.

We allow flexible working hours in almost every department and position, as long as this doesn't compromise workplace safety, and are particularly mindful of the life/work balances of parents with young children.

As much as possible, we try to recruit locally and this has been especially easy since moving to our new premises in Woolwich. Like us, The Royal Borough of Greenwich is a Living Wage employer and we have work with them via their Gllab service to recruit unemployed people who live within the Borough. We intend to continue this policy of working with the Borough as we expand our operations in the future.

**Health and Safety** We have an enviable health and safety record, with no notifiable accidents within the past ten years. Our rigorous health and safety policy, commitment to workplace training and investment in equipment has led to a very safe working environment.

**Training** Personal development is particularly important to us and all staff are fully trained for their specific duties. We are keen to extend and expand this as much as possible, including teaching as many staff as possible skills which their colleagues possess. Our hope is that a workforce made up of multi-skilled employees will find their jobs more interesting and rewarding, and inspire others to do the same.

**Child Labour** Obviously, we do not employ any children, and as much as possible we vet our suppliers to ensure they, or their suppliers further up the supply chain, do not employ child labour. Our main product suppliers are aware of their social responsibilities and have programmes in place to support this (e.g. The Ethical Tea Partnership and the Rainforest Alliance).

**Modern Slavery** We have a separate Modern Slavery policy, available on request.

### **Marketplace**

**Customers** Drury supplies a wide and diverse range of customers and has developed excellent relationships with many. We pride ourselves on the quality of our coffee and service. As a consequence, this leads to very good customer retention. Likewise, our customers are reassured by our Food Safety



practices and our achievement of Gold Certification against the NSF Due Diligence Standard for the past ten years.

**Customer Training** We are at the forefront of barista training in our industry and this is a service that we provide free of charge for our clients. Our efforts help ensure that industry standards are improving and also help the baristas themselves enjoy job satisfaction and security.

**Suppliers** We are proud to have many longstanding relationships amongst our suppliers, which is testament to our way of doing business. We have a firm policy of paying bills on time and to terms and whilst, like any business, we look for good value, we do not unfairly negotiate with suppliers at all. Where possible we like to buy from local businesses.

## **Community**

**Charities** For a number of years we have worked closely with The Jimmy Mizen Foundation (registered charity number 1156974), trying to support this very worthwhile charity in as many ways as possible. Jimmy Mizen was tragically killed in May 2008, the day after his 16<sup>th</sup> birthday, in an unprovoked attack in a south London bakery.

Rather than letting their lives be destroyed by this event, Jimmy's family created the Jimmy Mizen Foundation to promote peace and understanding amongst young people. One of the ways they use to both spread the message and fund their vital work is with their Café of Good Hope coffee shops. Drury were incredibly lucky to be approached by the Mizens when they opened their first café in 2010 and were asked to supply them, which we were delighted to do.

After talking to the family and learning their story we decided to support them by offering very favourable supply terms, including large discounts that we normally would only apply to volume customers. Although a small contribution, this helped the charity find its feet and develop their café concept and now they have three cafés in South east London.

The Café of Good Hope model works on several levels: it provides vital funding for the charity to promote their message of peace; it provides valuable work and work experience for local young people, helping them get off to the right start in life, and it also provides flagship sites for the charity's Safe Haven concept, whereby any child or youth who feels in danger can make their way to a designated Safe Haven (usually a shop, café or public building) where the appropriate steps can be taken to ensure their safety.

Drury also help by providing free barista training to many of the young people that work in their cafés (a central tenet of their mission to spread the concept of peace amongst young people). This both motivates them and teaches a very useful skill that employers find attractive, helping to ensure more young people are in work and off the streets.



We have also for the past two years supported the Café of Good Hope pop-up café at the OnBlackheath music festival. OnBlackheath provide a free site for the charity, whilst Drury provide all the equipment and baristas to make coffee and tea for the two days. We do not charge at all for any of these services, ensuring the charity maximises its earning potential for the two days of the festival, and also have a chance to spread their message.

**Local Community** Since our move to Woolwich we are keen to engage the local community, and we have been actively engaged with the Royal Borough of Greenwich, looking at ways we can support local initiatives.

- We are supporters of the Best of Royal Greenwich Business Awards, sponsoring the Food and Drink Category in 2018, and have just committed to sponsoring the Culture and Tourism award for 2019. This new initiative is aimed at bring local businesses and communities together, and is testament to the local authority's pro-active approach to business within the local area.
- We also were a major sponsor of the Greenwich Get Together in June 2018, a community-led event that combined the annual Armed Forces Day celebrations with entertainment for local families and visitors alike.
- In April 2018, the local council asked us to host a delegation from Ghana, who were in the UK on a trade mission as part of the Commonwealth celebrations. We were delighted to do this and the event was both interesting and enjoyable.

We participate in the twice-monthly Royal Arsenal Farmers Market, supplying thirsty local shoppers with our teas and coffees. This market is proving more and more popular, with many local suppliers making the effort to attend, thus ensuring the Royal Arsenal is developing a genuine feeling of community.

As stated earlier, we also have a policy of recruiting locally, further ensuring we contribute as much as possible to our local community.

### **Environment**

We have a separate Environment and Sustainability policy, available on request.

### **Future Aims and Objectives**

We have never been a company to sit on our laurels, and our key objectives in the short/medium term are:

- To concentrate on our supply chain, ensuring that ethical practices are prevalent throughout.
- To increase the scope and depth of our support for The Jimmy Mizen Foundation.
- To continue to pay the London Living Wage as a minimum.
- To grow our business, ensuring we employ more local people.
- To improve our environmental performance with a range of new initiatives.



### **Resources & Further Reading**

The Jimmy Mizen Foundation  
The Rainforest Alliance  
The Ethical Tea Partnership  
The Living Wage Foundation

[forjimmy.org](http://forjimmy.org)  
[rainforest-alliance.org](http://rainforest-alliance.org)  
[ethicalteapartnership.org](http://ethicalteapartnership.org)  
[livingwage.org.uk](http://livingwage.org.uk)