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Registered Company No: 06223679

CORPORATE SOCIAL RESPONSIBILITY POLICY

Rubys Bakery Ltd are committed to ensuring that any business undertakings are conducted as ethically as possible by following the below policy.

Who we are and what we do

Rubys Bakery Ltd are a Family run and owned wholesale bakery, providing cakes and sweet treats to businesses such as garden centres, farm shops, cafes, restaurants and smaller wholesalers throughout the UK. The majority of the business is owned by Wendy Sullivan and remaining shares are owned by other family members who work within the business.

Looking after Employees

We have a great team of loyal and dedicated staff, some of which have been with us from the beginning, all working hard to make the fabulous cakes our customers know and love. We make sure we look after our staff by following the below guidelines:

- We are an Equal Opportunities Employer as per the Human Rights Act 2010.
- We make sure our staff and suppliers' staff have the correct measures in place to be in line with the Modern Slavery Act 2015.
- All employees receive full in-house training, as well as specialist training relevant to their job roles.
- Health and Safety policies and procedures are in place to protect our employees.
- Staff have every opportunity to personally develop when working at Rubys Bakery Ltd. We strongly believe working to a team's strength makes a happy team.
- We clearly communicate with staff all Bakery rules and procedures to keep them and our customers safe.
- Staff are paid correctly and on time and wages exceed the National Minimum or Living Wage dependant on their age.
- We offer a range of staff benefits, such as 24/7 Doctors on call, reduced gym membership, pensions scheme, cash back health care plans, discounted shopping, small gifts to recognise moments of 'brilliance' and even a free Birthday cake each year!
- We provide uniform for staff, which is laundered on site and have suitable break areas with free coffee, tea, filtered water and other available drinks.
- Rubys Bakery Ltd have HR procedures in place to make sure fair treatment of staff, including, sickness, disciplinary and maternity polices. Any issues are dealt with appropriately and in line with employment law.
- We are an understanding employer who works with our staff members to make sure they are working in a happy environment. We also occasionally offer lunches or breakfasts, as an extra thank you for their hard work.

Looking after Customers

It is so important to us that we look after our customers. To make sure that our customers have a positive and lasting impression of Rubys Bakery Ltd we follow the below guidelines:

- We employ our drivers to deliver our products – we believe building relationships with our customers at all levels and we make sure good customer service is high on our agenda!
- We believe all of our customers should be treated with the up most respect and if there is an issue, it is resolved as quickly as possible for the customer.
- We actively listen to our customers and their feedback.
- We check in with customers to make sure everything is as they expect.
- Although mistakes can happen, we are only human, we make sure 99% of the time we deliver when and what we say we are going to deliver.
- Rubys Bakery Ltd is SALSA certified and rated 5 out of 5 by food trading standards, so our customers can buy our products with total confidence and peace of mind that we conform to the highest food safety standards.
- We follow strict GDPR guidelines and have a GDPR policy to protect customers, staff and the public.
- We actively contact customers with offers, invoices and statements and general correspondence on a regular basis, (following GDPR guidelines).

Suppliers' Standards

It is vital in ensuring we use good suppliers and maintain a good working relationship with them. In order to make sure this is achieved, we follow the below guidelines:

- We make sure our suppliers provide evidence that they adhere to the Modern Slavery Act 2015.
- We make sure our suppliers operate in line with the Bribery Act 2010.
All our suppliers are UK based and are checked for their food safety measures, holding either BRC, SALSA or similar accreditations suitable for their industry.
- We pay all of our suppliers in a timely fashion, within the agreed terms.
- We make sure our suppliers have a CSR policy in place.
- We are committed to clear communication with suppliers.

Protecting the Environment

It is important to Rubys Bakery Ltd to commit to reducing the environmental impact that our business activities may have. We do this by following the below guidelines:

- We have a “reuse and recycle” scheme in place for our customers, which involves collecting any cardboard boxes we have delivered, re-using them if possible or recycling them. We have general waste recycled on a weekly basis, but make sure if we can reuse an item, we do – even stationery is stored in plastic tubs that once housed fruit jams!
- We measure all water used, by a water measuring device attached to our taps. This helps us reduce water wastage.
- Although we would love to be plastic free, we have found the shelf life of our products do not hold if not stored in the plastic containers we sell them in. We do make sure the plastic we do use is recycled and recyclable though! Any card or paper products that are used to wrap our products can also be recycled.
- Encouraging greener transport by doing any of the following:
 - We encourage staff to walk, cycle, car share or use public transport to get to work if possible. We also have the “cycle to work” programme available to our staff, enabling them to purchase a bike and pay it back monthly in their wage packet, making it more affordable for them.
 - Although we do not use electric vehicles yet, we do plan our routes to make sure they are as economical to the environment as possible.

Community Engagement

As a business, we actively support local and national charities and communities each year.

Examples of this are:

- Setting aside a budget each year where we provide local charities with support. In previous years, we have worked with Albion in the Community, South East Ambulance Services and local food banks.
- We have supported local schools with donations of products for their fairs and also enrolled SEND children for work experience placements.
- We actively support national charities with a yearly budget. Charities are chosen by staff. Charities such as Diabetes UK, MIND and Dementia UK have been supported in the past.

Measurement

Our management team monitor and make sure our goals are met and that we are fulfilling our CSR policy in place.

Our SALSA independent audit check list also makes sure the majority of our CSR policy is being adhered to.