



## Corporate Social Responsibility Policy

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### Overview

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.

We take our responsibilities very seriously and, as well as having common human decency as the fundamental driver of our business relationships, we are further steered by the United Nations Guiding Principles on Business and Human Rights. In practice this means respecting human rights on a local and global level, mitigating any impact our business activities may have on human rights (whether or not this is directly under our control) and taking action to remedy any infringement on these rights. In order to do this we must regularly evaluate and identify any areas where we might cause an impact, which we do on an annual basis whilst reviewing this document.

### 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 operate from a head office and production facility located in the Royal Arsenal development in Woolwich, south-east London, from where we employ approximately forty people.

### Workplace & Staff

**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. We have a formally accredited equal opportunities ambassador within the business to ensure that our high standards are continually met.

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**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 £11.95 per hour (£13.15 from April 2024) 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.

**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 around 15 years across thirty-five 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 worked 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** The use of child labour is abhorrent 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, Rainforest Alliance, Fairtrade).

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

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## **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 SALSA certification for food safety (prior certification was NSF Due Diligence – 12+ 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.

## **Supply Chain**

**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.

Our main purchases are green coffee beans and loose leaf tea, and we buy these from the following two principal suppliers:

**Green Coffee** Sucafina. A multi-national green coffee dealer with a very firm emphasis on sustainability, fair deals for farmers and workers' rights. In 2021 they purchased Complete Coffee Ltd, who, in one form or another, have supplied us with green coffee since 1939. Their focus on shared value and equity is demonstrated through many initiatives which are too lengthy for this document, but further reading can be found at <https://sucafina.com/emea/about/manifesto>

**Tea** Reginald Ames Ltd. A major supplier to the UK tea trade, Reginald Ames have been our primary tea supplier for the best part of three decades. Again, they focus on the key goals of sustainability and human rights within the tea industry. They are members of The Ethical Tea Partnership.

**Supplier Code of Conduct** We pride ourselves on our conduct in business and expect our key suppliers to hold the same values. It is very important to us that all our business dealings are based on fairness and sustainability in every sense of the word. Suppliers who regularly fall short of our standards can expect to be delisted.

## **Local Community & Charities**

Since our move to Woolwich we have been 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 since its inception in 2018. This initiative is aimed at bringing local businesses and

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communities together and is testament to the local authority's pro-active approach to business within the local area.

- We have also supported the council in many other areas: we sponsored 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; and we've also hosted a delegation from Ghana, who were in the UK on a trade mission as part of the Commonwealth celebrations. We continue to offer our support to the local authority for any similar events.
- We collaborate with a local charity, WSUP ([wsupwoolwich.org](http://wsupwoolwich.org)), providing barista training to some of their clients. WSUP supports those who are, or are in danger of becoming, homeless, providing them with food and somewhere warm to go in times of need. In conjunction with other local organisations and businesses, WSUP also teaches their clients various skills in order to help them get back on their feet. Our role is to provide comprehensive barista training to their clients in a specially designed 12 hour course spread over three sessions. After successfully completing the course, the attendees are able to apply for employment in the hospitality sector with a much sought-after skill under their belt. This is provided completely free of charge by us in our dedicated training centre.
- Each winter we support RBKares, a charity based in Kingston-upon-Thames, donating tea, coffee and hot chocolate to their "Warmer in Winter" care bags for vulnerable people and key workers.

## **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 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**

United Nations Human Rights  
The Rainforest Alliance  
The Ethical Tea Partnership  
The Living Wage Foundation

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

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