



**...don't compromise**

## **Our Ethical Policy**

### **Responsibility and Care**

Pukka Pies is committed to acting with responsibility and care in all of its manufacturing and commercial activities, protecting the working rights of its employees and the trading rights of its suppliers and customers.

Our aim is to operate above and beyond any legal requirements and work to the highest possible business standards.

Anyone who needs to contact us should feel free to do so.

### **Pukka Pies People**

- Pukka Pies highly values the contribution made by all of its employees.
- We place a special emphasis on making our working environment safe, comfortable, hygienic, ergonomic, aesthetic and welcoming.
- We aim to nurture talent and creativity, and encourage each individual to develop their own skills in the workplace and seek personal development.
- Our policy is to encourage staff to freely communicate new ideas and suggestions and to take an active roll in developing the company and improving their own job.
- Pukka Pies endeavours to pay advantageous rates along with superior benefits including pension provisions and private health care.
- Each year we have a Christmas party, a wage review and a bonus scheme for all our employees.
- Whilst this is a genuinely hard working business, there is an emphasis on the work/ life balance and a special emphasis on empathy and understanding for each individuals family situation.
- Fundamental to our employment policy is to be fair and consistent with our employees, irrespective of age, race, sex and disability. Our terms are laid out in a contract of employment for each member of staff.
- A primary objective of Pukka Pies is job security, we have never made anyone redundant or put anyone on short time
- Emphasis is placed on good manners and relationship between all members of staff from new starters to Directors. The Directors maintain an open door policy for all members of staff.

### **Customers & Consumers**

- It is a company requirement that customers and consumers are treated fairly and with courtesy.
- We endeavour to supply the right product at the right price and offer quality service and value to all of our customers and consumers.
- Food hygiene and food safety are absolute priorities in relation to our products and services. Each employee is specifically trained and contributes to achieving these goals.
- We are aware of special dietary needs, allergies, food intolerances and provide full information on the composition of our products and how to prepare them.
- We keep informed of the advice given by the health authorities and carry out research, work and recipe amendments in order to make our products healthier.
- Pukka Pies operates a Non-GM policy. The specifications for all goods bought are signed to that effect. We validate this by random testing.

## Community

- We wish to help in making our area a better place to live and work. We support worthwhile **LOCAL** charities, schools, sporting clubs and improvement schemes. We have a special emphasis on encouraging and supporting young people in sport – particularly team situations. Some of the organisations that we have supported last year are listed on our website in the charity and community work section.
- Our bakery is designed and laid out with great care. We wish for it to look pleasant and ensure that any emissions and noise are strictly controlled.
- We welcome feedback from our neighbours and endeavour to support local business as well.

## Suppliers

- We expect to deal with companies who support our ethical policies and adopt best practice regarding employee's welfare, animal welfare and environmental impact.
- We audit our food and packaging suppliers by visiting their premises (in some cases, we rely on independent audits and accreditations). Written specifications are signed and agreed, all deliveries are checked against these.
- We endeavour to be polite, fair and reasonable with suppliers and prefer not to chop and change, but reward reliable competitive, quality suppliers with repeat business. We do not renege on agreed prices.
- We ensure that we have alternative suppliers vetted and ready as part of our disaster contingency planning and to ensure a competitive situation and that prices are matched.
- We pay all of our suppliers strictly within 7 days of being invoiced.
- We do not give or accept gifts.
- We feedback any quality issues and work with our suppliers to improve the good/services that we use to our mutual benefit
- We encourage ready exchange of information and good polite relationships in the spirit of the partnership.