

*The Life & Soul of the Pantry*

## Welcome to Tracklements' Impact Report 2022/23





# We exist to be The Life & Soul of the Pantry



## Planet Friendly

We have built our 50-year-old business on the principles of being a good citizen, fairness to all and acting as a force for good.

We make our planet friendly condiments, in an artisan way in our factory in the heart of Wiltshire.



## Traditional Skills

We believe it is important to keep the traditional skills of preserving alive through our processes, training and education. Passing on these centuries' old skills and traditions within our team.



## Artisan Manufacture

There are no bells or whistles in our factory, just many years of knowledge!

We use traditional stone grinders to make our mustards and open pans to make our relishes & sauces.





# Our Ingredients and Suppliers



## UK Fair Trade

Our suppliers are a fundamental part of Trickle's community,

We work with UK farmers and growers and have set up our own UK Fairtrade Standards which means paying a fair price for the best ingredients.



## Building Relationships

Whether it's our Onion grower in Lincolnshire, apples from Kent, Horseradish from Essex or Vinegar from Suffolk.

This year we awarded our supplier of the year to our glass supplier who we've worked with for over 20 years.



## Combating Waste

We sourced and bought 320 tonnes of UK grown produce in the past 12 months.

We've used a whopping 1million kgs of wonky fruit and veg since we began manufacturing!

Buying the best ingredients and treating them with respect



# Looking after the people who make Tracklements.

We're immensely proud of our growing team of Tracklementeers. There are now 72 members of the team.

We've introduced even more Tracklements team get togethers with quarterly business updates and lunches, monthly pizza & comms feedback chats as well as our regular 1-2-1s.

We've introduced financial signposting with quarterly financial Hints and Tips.

We have two trained Mental Health First Aiders on site.

Staff survey stat: 86% of Tracklementeers are proud to tell people where they work



There are lots of additional benefits on offer to all employees:-

- Pensions
- Life Assurance
- Healthcare and free Healthchecks
- Mental Health First Aiders
- Company Parties
- Staff discounts
- Profit share
- Charity Days





# Looking after our Customers



Our average customer rating was 9.3/10



Overall 62% customers scored their Tracklements experience 10/10

"You have delicious flavours. We try to keep our produce local but we haven't found anything that tastes as good as your products."



"Great products great service"

"[don't change] Your customer service. It's so nice to be able to speak to someone on the other end of the phone."

Never, ever discontinue your chilli jam - it's one of our best sellers and so so good!

"Don't change your recipes. People come back for more and they like the taste and the continuity."





# Looking after our Environment



- We've used 320 tonnes of UK grown ingredients in the past 12 months.
- We've generated 118,534 kWh solar electricity from the 10,000 sq ft of panels on our roof in the last 12 months.
- We clean and recycle 2,555,000 litres of waste water a year.
- We're zero to landfill - our recycling/recovery saved 42.29t carbon.
- We track our manufacturing food waste by measuring the kg sent for recycling to biogas.
- We've signed up to the Small Medium Enterprise Climate Hub.
- We've joined forces with our labels supplier to return & recycle the backing paper from our labels as well as returning the cores from our label reels for reuse – so far this year we've recycled 700kg of paper.



This year we've had our first Scope 1 & 2 report. Our current carbon footprint is 263,679 kgs which equates to 0.291kg per tonne manufactured. Our goal is to reduce this by 5% per year until we get to Net Zero in 2030



# Our Guiding Principles



## People

Always sharing our enthusiasm and engaging with stakeholders

## Planet

Continually reducing our environmental impact and maintaining our environmental accreditations

## Profit

To be the Best of the Best; a nationally recognised brand. Putting our shopper at the heart of everything we do whilst growing sustainably.

*The life & soul of the pantry!*







# Planet friendly condiments

## **Waste Water:**

We treat our waste water on site to reduce our carbon footprint by avoiding tankering waste

## **British Fair Trade:**

We work with British farmers and growers to ensure a fair price is paid to all

## **Comply Direct Member:**

Ensuring we're fully compliant regarding our environmental responsibility as a supplier



## **Green Electricity:**

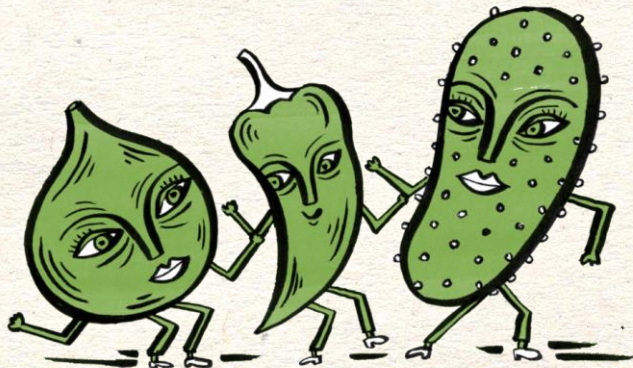
We generate our own green electricity through our 10,000 sq feet of solar panels

## **B Corp Accredited:**

The highest recognition of Corporate Social Responsibility

**ISO 14001 Accredited:**  
Internationally recognised environmental standard

**Sedex Approved:**  
Ensuring working conditions of all people in our supply chain meet employee welfare standards





# Community & Charity support

Tracklements charity partners are aligned to planting trees, helping bees and supporting local communities.



Tracklements is an official partner of The Tree Council who are planting 35,000 trees, and 7km of hedgerows, to help reduce pollution and support pollination.



We work with The British Beekeepers Association, donating 50p from the sale of every jar of Aromatic Medlar to the BBKA to help fund their work supporting bees in the UK.



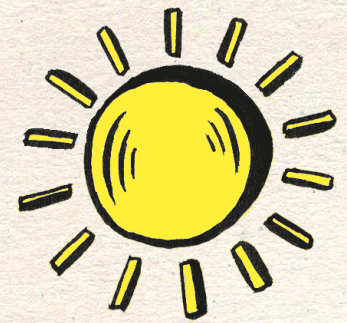
Our crabapple project has been running with the local school for over 16 years. Last year we raised over £1,200 for the school.





# Our B-Corp Scores

Overall - 81.2



**Governance - 13.8**  
Mission & Engagement - 1.0  
Ethics & Transparency - 2.7  
Mission Lock - 10.0

**Environment - 18.9**  
Environmental Management - 2.6  
Air & Climate - 5.5  
Water - 4.5  
Land & Life - 4.6  
Resource Conservation - 1.0  
Toxin Reduction / Remediation 0.4

**Customers - 2.8**  
Customer Stewardship - 2.8

**Workers - 27.3**  
Financial Security - 9.6  
Health, Wellness, & Safety - 9.2  
Career Development - 2.6  
Career Development (Hourly) 0.1  
Engagement & Satisfaction - 2.5  
Engagement & Satisfaction (Hourly) 1.8

**Community - 18.3**  
Diversity, Equity, & Inclusion - 2.3  
Economic Impact - 6.0  
Civic Engagement & Giving - 2.5  
Supply Chain Management - 7.3





# We're not finished yet

Our next 12 months are going to be busy ones! Here's what we've got planned:

Net Zero by  
2030

Improving our  
Carbon  
Footprint score

Planet  
friendly  
packaging by  
getting rid of  
shrinksleeves

Supporting  
the  
Treescape  
Project &  
Glos Wildlife  
Trust

