



CARAMBOLA KIDZ

Sustainability Report 2014

MESSAGE FROM THE MANAGING DIRECTOR



Colm O'Brien

This report has been produced against the backdrop of us 'doing' sustainability for over ten years. We were encouraged and challenged in 2012 by University of Limerick's Sheila Killian to create a sustainability report. In 2013, we got the endorsement from the Irish Primary Principals' Network (IPPN) and then stumbled across the European CSR Awards (which we won!). We feel it is time to come out and tell people what we are doing and why we are doing it.

We continually strive for excellent standards in everything that we do. We are annual members of Excellence in Quality Assurance (EIQA). Why do we operate to such a standard? Simple really. We feed kids. We do not have the luxury of saying, "Well the weather is bad", or "the truck broke down", or "the supplier never delivered", so "we'll get to you tomorrow, is that ok?" None of that matters. The ONLY thing that matters is that we 'Feed Johnny!' If we do not do our job, Johnny goes hungry... and that is unacceptable.

So somewhere along the line, "Feed Johnny" became indoctrinated in Carambola lore as the single point upon which to measure how we were doing. Our business is only as good as its reputation and for ten years now the owners, directors, managers, agents, reps and operational staff have all worked tirelessly together to 'Feed Johnny.' To date we have always fed Johnny, always on time, over 15,000,000 times since we began.

In my opinion, perhaps because we are feeding the next generation, there is a shared level of responsibility on all of us in business to take the future state of the world into account as we do business today. Will the world be better, greener, and more alive 100 years from now because of what Carambola does? I hope so. We certainly are planning for it. What about you?

Colm O'Brien

Managing Director / Head of the Whole Shebang

CARAMBOLA KIDZ WHAT WE DO

Carambola Kidz delivers healthy and delicious school lunches, packed with the best ingredients, in individually labelled bags, across Ireland every day.

We are the leading supplier of bespoke healthy school lunches in Ireland and employ 74 people. We supply schools in disadvantaged areas in most parts of Ireland, delivering to over 20,000 children daily in 150 primary schools from Donegal to Wexford.

Each child gets an individually labelled and sealed lunch bag with her/his name on. The menu has been chosen by her/him in consultation with a significant adult. The label includes the school name, class, Teacher, chosen menu and even calorie count.

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“We have found Carambola to be extremely efficient, always punctual and very courteous”

- Principal, Cork

CARAMBOLA KIDZ HOW WE DO IT

MISSION

To help promote healthy lifestyle awareness in all children. We want to have Carambola in every lunch box in Ireland!

The following help us achieve our vision:

- Our experience of delivering 15 million lunches in Ireland (so far!)
- Our happy and dedicated staff who feed 20 thousand children daily
- Our unique software operational systems to make it happen
- We always 'Feed Johnny', no matter what the circumstances!
- Our capabilities to keep innovating and growing

VALUES

- **Assurance:** We never miss a delivery!
- **Knowledge:** We know how to take an order, make, pack and deliver lunches anywhere in Ireland
- **Excellence:** We get the job right every time
- **Healthy Lifestyles:** With help from our nutritional expert

“Sometimes I get tired of my lunch so my mum loads up the Carambola website and I change my lunch - it's really easy!”

- Child, 4th Class

LAYOUT OF THIS REPORT

This report is has been created to communicate our responsible business practices and policies. It's laid out in the following sections:

- **Workplace** - p5
- **Environment** - p8
- **Marketplace** - p10
- **Community** - p13

Our CSR practices and policies are centred on the values by which we work, and themed into these categories



Workplace





WORKPLACE

Training and Development

Carambola Kidz started with two people in 2003. Since then we have grown to over 70 employees. Our growth has allowed our dedicated staff members to grow with us. When willingness is expressed, staff are given the opportunity to develop from one role to another. For example, our transport manager started on the production floor a few years previously. Cross-training in all areas is a policy which makes for a resilient workforce, capable of adapting to change and growth.

Workplace Discrimination

Our HR consultant has helped us to develop various policies. These include ensuring that there is no discrimination in our recruitment or our daily practices, based on any of the nine grounds outlined in The Employment Equality Act, 1998 and the Equal Status Act, 2000. We are proud to have a multi-national workforce (with a strong Polish contingent), and a ratio of approximately 60:40 male to female employees.



“we started with two people in 2003. Today we have over 70 employees”



Growing up

We are proud of our happy workforce that continues to grow along with us



WORKPLACE

Happy Workforce

We are proud of our happy workforce that continues to grow along with the organisation. We shut down seasonally during the summer months, but we continue to have a 95% retention rate amongst staff when we start back up in September.

Work-life Balance

Our attitude is always 'Family First'. Our well-organised production processes ensure our workers are not overly taxed and roles are backfilled where necessary.

24 Hour Working

We operate around the clock - 24 hours a day - during school term time. Various work shifts are available to suit different staff members. The seasonality of our work is conducive to employees who have children at school, as they have the summertime off. We encourage our employees to maintain a good work-life balance. As an employer, we are as flexible as possible in meeting the needs of our employees. Job-sharing is arranged where possible.

Communication

We regularly communicate to all employees about important issues that may affect them. For example, market demand has the potential to reduce or increase hours temporarily. We have a high percentage of employees who do not have English as a first language. However, communication has never been an issue with our diverse team across every level.

Health and Safety

Due to the nature of our business, our operations are highly regulated by the HSE. We have all appropriate health and safety policies and procedures in place. Shóna is the 'head of making sure Johnny is fed safely', and she keeps our Safety Polices up to date.

Beyond Compliance

Our operations are highlight dependent on excellence and the delivery of a safe product. We continually exceed our requirements and we have been highly commended by the HSE Food Safety Inspection Team.

Environment





ENVIRONMENT

Waste in Production

We apply the waste hierarchy by ensuring that waste is not created in the first place. This prevents waste being disposed of in landfills.

Prevention: Our operational, scheduling and planning practices work to a Just-In-Time production schedule. Purchasing happens every day based on the orders we have received from schools. This ensures we only order enough perishable food for that day. This is the best way for us to prevent waste.

Recycling and re-use: Recycling is well managed within the organisation, but we are always looking to improve. All our cardboard is baled and sent for recycling. We are looking at new opportunities for our waste streams as a resource, through the SMILE Resource Exchange.

Redistribution: The only food waste that occurs is as a result of orders that are cancelled less than 24 hours in advance. In this instance we have found various ways to ensure the food is distributed (e.g within the school, or to a local charity).

“we are committed to continuously improving our sustainable and responsible business practices”



Green fingers!
Planting trees on the roof



ENVIRONMENT

Waste in Schools

We strive to achieve ZERO food waste in our schools and by working together we can make this happen. Our Waste Management Programme aims to monitor waste and to provide ideas and information on how to waste less. Everyone is encouraged to get involved.

Sustainable Transport

Our efficiency systems ensure that our deliveries are consolidated and as efficient as they can possibly be. Our incoming orders are also managed in a similar fashion. We are currently investigating ways to reduce the environmental impact of our transport.

Plans for the future

We are committed to continuously improving our sustainable and responsible business practices. In the coming years we aim to minimise our environmental impact even further. We are currently investigating ways to gain support in this area make improvements.

In the short to medium term, Carambola will focus on measuring and monitoring key environmental impacts and seeking opportunities to improve and reduce our footprint in terms of energy use (facilities), transport miles (distribution) and waste streams. We are also investigating new and better methodologies to pack and deliver our healthy lunches.

Marketplace





MARKETPLACE

Promoting CSR

We are honest and open in all our business dealings and advertising. We deliver on time without fail! Our website acts as a repository of key information on ingredients, suppliers, nutrition, allergens and menu plans.

Supply Chain

We partner with suppliers to provide a unified and excellent service to our clients and focus on building long term relationships with them. Some supplier relationships are as old as the business itself - 11 years! All of our ingredients are sourced in Ireland (through wholesalers, distributors or direct from producers). Where possible, the food we source has also been produced in Ireland.

Our Awards

We won a European CSR Award and a Chambers Ireland Award, among others



“we want to make Ireland the most responsible place to do business”



MARKETPLACE

Promoting Sustainable and Responsible business in SMEs

We recently connected with Business in the Community Ireland (BITC), Ireland's Network for Responsible Business. BITC works with the largest companies in Ireland to help them develop manage and measure their corporate social responsibility (CSR) and sustainability strategies.

BITC's vision echoes ours: we want to make Ireland the most responsible place to do business. We are working closely with them as they develop their services for smaller companies like ours. This sustainability report is the first step.

Beyond Compliance

Our operations are highly dependent on excellence and the delivery of a safe product. We continually exceed our requirements and we have been highly commended by the HSE Environmental Health Officer.

Our Networks

Our Managing Director is a Board Member of Limerick Chamber. We are the Irish Primary Principals' Network IPPN Preferred Supplier of School Lunches.

Community





COMMUNITY

Local Employment

We recognise the role of employment in achieving a healthy work/life balance and acknowledge the importance of providing just, sustainable employment to Irish society. Our sustainable business practices will help ensure the survival and continuation of our business and the long-term employment of our staff.

Local Engagement

We are committed to having a positive impact on society and in schools all over Ireland through our business. We continue to be open to engaging with local communities in relation to our operations, and answer any queries they may have.



“The Carambola Kidz Foundation has given over €500,000 to schools to help them provide services they had no budget for”

Hands-on giving

MD Colm O'Brien donating iPads at a primary school



COMMUNITY

Local Schools

Healthy lifestyles are not just about food! We also provide in-class seminars on sports nutrition, cosmetic nutrition, anti-bullying, motivational talks for 5th and 6th Class.

Schools Business Partnership

We also deliver the Skills at Work programme through The Schools' Business Partnership. This is an education inclusion programme that partners schools with business. It is particularly focused on a higher rate of school completion by enhancing the educational experience for students, principals and teachers. Our employees are involved in connecting with and inspiring the students of Crescent College Comprehensive, Dooradoyle, Limerick since 2012.

The Carambola Foundation

In 2013 we formed Carambola Kidz Foundation. Since our inception in 2003, Carambola has always given something back to our client schools. In our first decade, we contributed more than €500,000 in helping schools to provide services for which they had no budget. Last year, we were named No. 1 SME in Ireland for Corporate Social Responsibility (CSR) for this work.

Carambola's CSR policy is enshrined in its day-to-day management. Every partner school can benefit from our free Education and Foundation Contribution Programs. Regarding funding; on average we set aside 3% of our sales for this purpose. So when a school comes to us with an idea, we have an immediate measurement tool available which allows us to instantly identify whether the project and/or the requested funding makes sense given the size of the school and its historical and potential future relationship with us.

For example, pupils in St Thomas' Junior School, Jobstown, Tallaght now have a full suite of iPads sponsored by the Foundation. Every child has the opportunity to be part of an innovative approach to learning in the digital age with a wide range of educational apps. Principal Ms Fionnuala Wallace believes "the iPad is a wonderful cross-curricular teaching tool and we have found it to be particularly beneficial in developing numeracy and oral language skills."

ABOUT SUSTAINABILITY REPORTING

This sustainability report was supported by Business in the Community. We want to help Irish Small and Medium-size Enterprises (SMEs) to do better business by sharing their responsible and sustainable practices with customers, suppliers, employees, and the wider community.

Small is bigger

SMEs are the 99% of Irish business. In raw numbers, they dominate Irish life: more people work in them than in multinationals and more do business with them. This makes SMEs uniquely placed to maximise the positive impact of business on Irish society and the environment. By communicating their good practices, they can reap big rewards because of their visibility in the regions, towns, villages in which they work and their proximity to the impact.

Small is better

Around half of all SMEs are engaged in various activities within their communities. These can include charitable donations to community projects, sponsorship for local football teams, working with non-profit organisations, and pro-bono work.

Many are already reducing their environmental impact by greening their products and supply chain, changing behaviour to reduce resource consumption and waste, supporting conservation initiatives and NGOs, planting trees, etc. Some are developing sustainable supply chains, for example by putting sustainability criteria into purchasing policies. Many are investing in their workforce by developing a good company culture and supportive internal policies and practices.

Small is beautiful

The actions a company takes in an effort towards sustainable and responsible business are unique to that company and directly dependent on its operations, size, location and internal capacity. By reflecting on what it is doing and the tools at hand, a sustainability report can help Irish businesses to identify opportunities for improvement that are within reach.

...so why are we keeping it quiet?

Very few SMEs seek competitive advantage for their responsible business practices by reporting on and communicating their efforts. By inspiring and supporting them to do this, BITC wants to help Irish businesses get the message out. Whether or not they use the term CSR, customers, employees and government bodies have an expectation for responsible and sustainable business practice, and competitors may already be doing it. Sustainability reporting meets this expectation by clearly setting out a company's achievements and ambitions. While it's not an accredited standard or certification, sustainability reporting has an important role to play in helping small and medium-size enterprises to share their sustainability story and do better business.

Business in the

Community

Ireland



**Responsible
Business
for SMEs**

For further information on creating a sustainability report, contact Responsible Business for SMEs - rbsmes@bitc.ie

CARAMBOLA KIDZ

Sustainability report: Highlights

- Number 1 SME in Ireland for Corporate Social Responsibility in 2013
- The *Carambola Kidz Foundation* has contributed more than €500,000 to schools to provide services for which they had no budget
- All our ingredients are sourced in Ireland
- We offer healthy lifestyles seminars to school children on sports nutrition, cosmetic nutrition, anti-bullying, etc
- We deliver an education inclusion programme focused on achieving higher rates of school completion
- We have a 95% staff retention rate



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for SMEs**

Responsible Business for SMEs

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