



Wine and the Wood Limited

How we work

1. Policy and Scope

Effective management and continual improvement of safety, health, environment, quality, energy, carbon reduction, and responsible sourcing is of key importance to the sustained success of our business. We have a single policy, which is regularly reviewed and communicated to employees, contractors, key stakeholders and our supply chain to inform and promote wider adoption of responsible practices.

As a minimum, we comply with all applicable legal and regulatory requirements. Co-operation in the effective implementation of the policy is a condition of employment, partnership and supply.

2. Health, safety and wellbeing

We will ensure Wine and the Wood is a safe and healthy business to work for by:

- Monitoring performance and implementation of best practice.
- Ensuring that thorough risk assessments are completed and complied with.
- Developing and implementing action plans to ensure the health, safety and mental wellbeing of our employees.

3. Environmental responsibility

We are committed to fulfilling our share of the responsibility to keep the global temperature rise below 1.5° Celsius. We will continue to reduce our impact on air, land and water by:

- Sourcing wine made from natural resources with minimal carbon emissions.
- Offsetting carbon emissions by planting new trees in the Lake District.
- Investing in new research and development for packaging technology to ensure that our packaging comes from recycled materials that can be recycled again.
- Using water efficiently, recycling where possible and protecting water quality.

4. Fairness, inclusion and respect

We will be a fair, respectful and inclusive company. We will encourage a culture that values openness and transparency and recognises individual achievement by:

- Striving for the fair treatment of all our employees and everyone in our supply chain.
- Valuing our workforce and recruiting, selecting and developing our employees, contractors and suppliers, to ensure they are appropriately skilled and competent to carry out their roles.

Our actions and advice will always, as a minimum, conform to relevant law. We believe it is our responsibility to avoid causing any adverse effect on the human rights of people in our organisation, the organisations we deal with, the local and wider environments, and the well-being of society at large.

- a) Confidentiality** - We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past clients, both in terms of normal commercial confidentiality, and the protection of all personal information. We extend the same standards to all our customers, suppliers and associates.
- b) Contracts** - Our contract will usually be in the form of a detailed proposal, including activities, costs, timescales and deliverables. We will not restrict the freedom of trade for

any of our suppliers or partners. We always try to meet our contractual requirements, and settle accounts within agreed timeframes.

- c) **Quality assurance** - We maintain the quality of what we do through constant ongoing review with our suppliers and our customers. The feedback on our website is provided by our customers and the content is never influenced by financial incentives or corporate pressure. We genuinely care about the views of our customers and the integrity of our brand.
- d) **Professional conduct** - We take great care to be completely honest, upfront and objective and do not attempt to hide behind small print or jargon.

5. Drinking responsibly

We believe that our industry can and should work together to promote the responsible enjoyment of alcohol. We have a collective responsibility to positively change the nation's relationship with alcohol.

We align with the values and practices of the Wine and Spirit Education Trust (WSET), the educating body for the wine and spirits trade, with whom we have completed training.

- a) We do not sell alcohol to anyone with a medical or a dependency issue that we have either been informed of or suspect through their buying patterns.
- b) We do not sell alcohol to customers whom we suspect of passing alcohol to under 18s.
- c) We do not offer any incentives to our customers to drink irresponsibly.
- d) We support the Portman Groups' Code of Practice regarding the responsible naming, packaging and promotion of alcoholic drinks.
- e) Our employees have easy access to information about alcohol by volume (ABV) and alcohol units, for the benefit of customers as well as themselves.
- f) The ABV of every alcoholic product we sell can be found clearly on our website.

6. Government Guidelines

The Government advises that people should not regularly drink more than their daily unit guidelines. Guidelines issued in January 2016 recommend restricting weekly units to 14. Expectant mothers should refrain from alcohol during pregnancy. Please see the [Government guidelines on alcohol consumption](#) for more information.

Men: 14 units

Women: 14 units

This is a weekly amount, not an average; 14 units once a week is not considered healthy or responsible. The size and strength of your drink will determine the number of units it contains.

Remember, when you're drinking at home, you tend to pour measures that are larger than you get in your local pub.

The law on alcohol covers such areas as underage drinking, drink driving and drinking in public places. The full facts can be found on the [DrinkAware website](#)