

SUSTAINABILITY  
REPORT  
2014

GOODNESS  
INSIDE

**TWININGS**<sup>®</sup>  
OF LONDON

**ovaltine**

WE'RE A BUSINESS THAT  
**BELIEVES IN DOING GOOD**

---

THIS MEANS BEING **GOOD FOR**  
OUR **PEOPLE, SUPPLIERS,**  
**THE COMMUNITIES**  
WHO GROW OUR **INGREDIENTS**  
AND LAND FROM WHICH THEY COME

---

OUR BRANDS DON'T JUST  
**TASTE GOOD, THEY ARE GOOD,**  
ALL THE WAY FROM  
**CROP TO CUP.**

## CONTENTS

- 4 Our View on Social Responsibility
- 5 Twinings Ovaltine
- 6 Message on Sustainability and Social Responsibility
- 8 **Trading With Integrity**
- 10 Our Ethical Trading Programme
- 18 Sustainable Agriculture
- 22 A Great Place to Work
- 28 **Caring for our Communities**
- 30 Breaking the Cycle of Anaemia and Malnutrition on Tea Gardens in Assam
- 34 Improving Access to Water and Sanitation in Darjeeling
- 38 Twinings and Save the Children: 10 Years of Partnership
- 42 Supporting Local Communities
- 46 **Respecting Nature**
- 48 Reducing Waste
- 52 Reducing Carbon and Water Footprint from our Operations
- 56 Climate Change Adaptation in our Supply Chain
- 60 Stakeholders Endorsement
- 61 Contact Details



# OUR VIEW ON SOCIAL RESPONSIBILITY

At Twinings Ovaltine, we take pride in doing things 'properly'. This goes for the creation and continuous improvement of products, which meet the daily needs and wishes of our valued consumers, the quality of the materials we source, the processes in our factories, and the way we treat our colleagues.

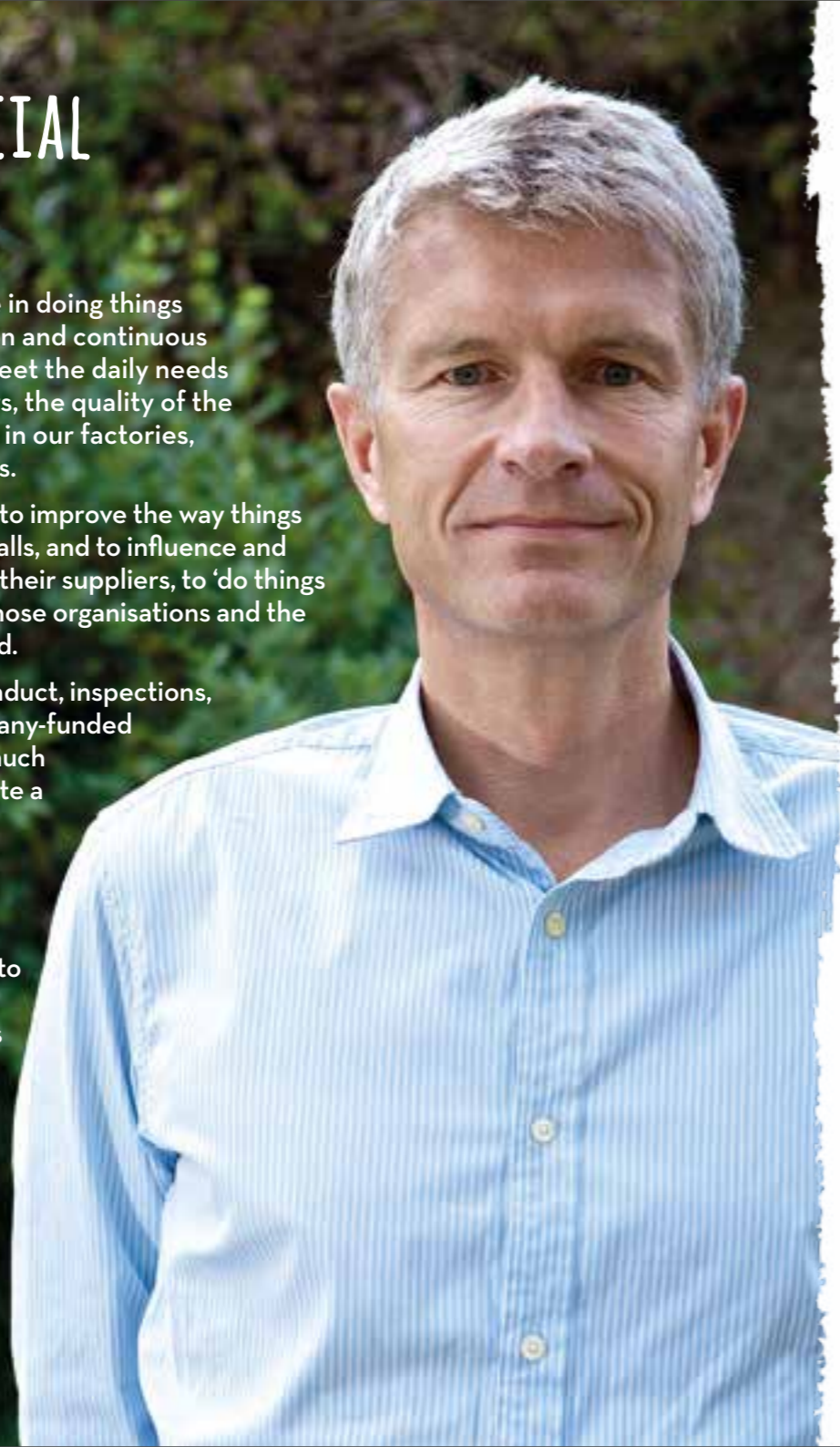
We also accept responsibility to try to improve the way things are beyond our factory and office walls, and to influence and assist our suppliers, and sometimes their suppliers, to 'do things properly' as well, to the benefit of those organisations and the communities in which they are based.

These efforts involve a Code of Conduct, inspections, training, work with NGOs and company-funded development projects, and pretty much span the globe. For sure, it takes quite a lot of time and quite a lot of money.

Working in this way is not difficult, however, because everyone knows instinctively that it is the right way to operate. Indeed we are fortunate to have the opportunity to improve the way things are in the world around us as we go about our business.



**Bob Tavener**  
CEO  
Twinings Ovaltine



## TWININGS OVALTINE

- The malt and cocoa-based Ovaltine (or Ovomaltine) powder, was invented 150 years ago by Dr Albert Wander in Switzerland and is now marketed in more than 100 countries in the world,
- Twinings was one of the first companies to introduce tea drinking to the English back in 1706, when Thomas Twining started selling tea from his coffee house on London's Strand, promising only to sell the finest qualities and varieties. Now, we have over 100 varieties and our teas are drunk all over the world.
- Our growing range of exciting beverage brands include Twinings; Jacksons of Piccadilly; La Tisanière; Nambarrie; Ovaltine; Ovomaltine; Caotina; Jarrah and Options.
- As of August 2014, 2419 people work for Twinings Ovaltine worldwide
- We have offices in more than 15 countries across 5 continents and manufacturing sites in 7 countries.
- We're a part of Associated British Foods plc. <http://www.abf.co.uk>





## MESSAGE ON SUSTAINABILITY AND SOCIAL RESPONSIBILITY

At Twinings Ovaltine, we work hard, together with partner organisations, focusing on issues where we can make the biggest positive difference.

Our first Report demonstrates the work we have been doing from September 2012 to August 2014 and on the next page, you can see some of the highlights of what we have achieved over the last 2 years. However, social responsibility has been an essential part of how we do business for longer than this. Twinings was, in 1997, a founding member of the Ethical Tea Partnership (ETP), a membership organisation working to improve the living and working conditions on tea gardens. We have also been working with Save the Children for 10 years and through this work have improved the lives of over 500,000 children in vulnerable communities in China.

We are working to ensure that our goods and ingredients, from tea and tins, to barley and packaging, are produced sustainably and to improve the conditions for workers in our supply chain.

We are also supporting thriving communities, from employees working in our factories in the UK, Switzerland, China, Poland, India, or Thailand, to the people that grow our key raw materials, for instance through improving access to water and sanitation in Darjeeling.

A flourishing natural environment is vital to grow the best quality ingredients for our drinks, and as a company we share in responsibility for the environment where our products are grown, as well as for reducing the environmental impact of our own operations.

We acknowledge that we cannot be most effective on our own and over the last 2 years we have worked with Save the Children, the Ethical Tea Partnership, UTZ Certified, Ergon, UNICEF, Mercy Corps, the International Cocoa Initiative, Care International, Geosansar, Rainforest Alliance, BSR, and Forum for the Future.

We are extremely pleased to share our work with you. This report presents the great and challenging work that we have been doing over the last 2 years across 3 sections: Trading With Integrity (page 8), Caring For Our Communities (page 28) and Respecting Nature (page 46). We also acknowledge that sustainability is a journey and we are dedicated to continuously drive progress.

Twinings Ovaltine Ethical Sourcing Team

HELPED  
500.000  
CHILDREN  
IN CHINA  
WITH SAVE  
THE CHILDREN

ONLY  
2 LOST TIME  
INCIDENTS  
IN OUR FACTORIES  
IN 2013 / 14

HELPED TO REDUCE  
WATERBORNE DISEASE  
BY 66%. IN  
3 COMMUNITIES  
IN DARJEELING

94% OF OUR PRIORITY SUPPLIERS (TEA GARDENS, INGREDIENTS, PACKAGING AND CO-PACKERS) INSPECTED

46% OF MANAGERS  
ARE WOMEN AT  
TWININGS OVALTINE

100% OF OUR TEAS COMES FROM  
TEA GARDENS  
THAT ARE PART OF THE  
ETP PROGRAMME

70% OF ALL  
OUR  
WASTE IS  
RECYCLED

IMPROVED THE  
HEALTH AND  
NUTRITION OF

WE BUY  
100%  
OF UTZ CERTIFIED  
COCOA FOR EUROPE

50.000  
FARMERS IN  
KENYA ARE  
EQUIPPED  
TO ADAPT TO  
CLIMATE CHANGE

7.000  
GIRLS IN ASSAM  
TEA GARDENS

100%  
OF OUR PALM OIL  
IS SUSTAINABLY  
SOURCED