



BY APPOINTMENT TO HER MAJESTY THE QUEEN  
SUPPLIERS OF GOLD & SILVER LACES, INSIGNIA AND EMBROIDERY  
TOYE, KENNING & SPENCER LTD.  
LONDON

**TOYE, KENNING & SPENCER**  
SINCE 1685

# **Corporate Social Responsibility (CSR) and Sustainability Policy and Procedure**

## Table of Contents

Executive Chairman’s Introduction.....	3
Governance.....	3
a.) Sustainability Management & Responsibilities .....	3
b.) Key Social and Environmental impacts.....	3
Legislative Compliance and Industry Standards .....	4
Energy use & Transport .....	4
a.) Energy Use & Renewable Energy .....	4
b.) Transport & Company Fleet .....	4
Resource Efficiency and Waste Management .....	5
a.) Waste .....	5
b.) Hazardous and Electrical Waste .....	5
c.) Avoiding Waste .....	5
Water .....	6
a.) Water Consumption .....	6
b.) Water Quality .....	6
Human Rights, Labour Standards & Employee Policies .....	6
a.) Employees .....	6
b.) Suppliers .....	7
c.) Equality, Diversity and Fairness.....	7
d.) Health & Safety .....	7
e.) Recruitment.....	8
f.) Training & Development .....	8
Progress reports .....	9
a.) Energy use .....	9
b.) Transport & Company Fleet .....	10
c.) Waste .....	10
d.) Recruitment.....	10
e.) Community & Social Investment.....	10

## Executive Chairman's Introduction

Our CSR and sustainability policy is designed to provide long-term benefit to all stakeholders connected to TKS. Broadly, these responsibilities include: our environment, our employees and our community.

For over three centuries TKS has been an acknowledged leader in its industry. We value our prolonged success, and to ensure its continuity we must match it with a long-term commitment to environmental sustainability. We remain committed, within our financial constraints, to carrying our share of this responsibility. Consequently, TKS is committed to conducting its business in a manner that most effectively minimises its environmental impact. We aim to successfully integrate global environmental concerns into our business plan. TKS participate in environmental management not simply to fulfil our legal obligations but due to the realisation that sustainability is fundamental to good business.

Bryan Toye

Executive Chairman  
Toye, Kenning & Spencer Ltd.

## Governance

### a.) Sustainability Management & Responsibilities

This document outlines the objectives and targets that Toye, Kenning & Spencer has set itself to improve the Company's social and environmental performance. This document has been approved by the Company's Management. The Executive Chairman holds ultimate accountability for social and environmental responsibilities, with individual site responsibility delegated to the individual full time site manager, of which there is one for each of our three sites.

### b.) Key Social and Environmental impacts

The Executive Chairman is ultimately responsible for all social and environmental matters. Our three site managers, each of whom cover one of our three existing sites, is responsible for the day to day social and environmental impact of their site and reports directly to the Executive Chairman, and where appropriate the Board. All our employees are made aware of our social and environmental commitments, and this policy document is hosted both on our public website and intranet site. Social and environmental progress is reported annually to the Board.

## Legislative Compliance and Industry Standards

- TKS will comply with, or exceed, the requirements of relevant environmental legislation, regulations and guidelines
- TKS will comply with, or exceed, industrial standards and good practices
- In the absence of either governmental or industrial standards, TKS take all reasonable steps to avoid harm and/or damage to the environment and personnel

## Energy use & Transport

### a.) Energy Use & Renewable Energy

TKS aims to manage, and where achievable, to monitor and reduce its energy use;

- TKS aims to minimise energy consumption from the design stage through to the manufacture of its products and their final delivery destinations
- We adopt a positive policy of energy reduction – this involves actively and continuously seeking methods to reduce our energy consumption
- We utilise sustainable manufacturing practices in-house and seek to ensure that this same principle extends throughout our supply chain
- The company seeks to purchase its heat and power from primarily renewable energy sources

### b.) Transport & Company Fleet

- TKS has only five vehicles in its company fleet
- Where practical, TKS aims to reduce the carbon footprint of its company fleet, through the progressive purchase of suitably available electric vehicles.
- TKS seeks to further reduce its carbon footprint by limiting the number of programmed scheduled supply runs.
- The company seeks to encourage employees to choose environmentally sustainable methods of transport to and from work. It encourages employees to take part in the 'Cycle to Work Scheme' and is keen to adopt and promote any further government schemes that help reduce the national carbon footprint.

## Resource Efficiency and Waste Management

### a.) Waste

- TKS utilise non-polluting technologies wherever possible in its production
- TKS aim to incorporate minimal energy and materials consumption in the design and manufacture of its products, as well as in the many processes necessarily required in their production
- We adopt a positive policy of waste reduction – this involves actively seeking methods whereby less material is used and less material wastage incurred
- TKS ensure that all scrap metal, whether base or precious, is recycled by a certified scrap merchant. This includes all metal clippings, shards and filings.
- We ensure that all metal and other materials is reclaimed from rinse waters involved in the electroplating process.
- All precious metal and copper, from wire used to hold products in place, is reclaimed subsequent to plating operations.
- TKS reuse existing packaging wherever possible for internal deliveries
- TKS ensure that all paper and cardboard waste is separated for collection by the City Council

### b.) Hazardous and Electrical Waste

- The Company has a contracted Waste Electrical and Electronic Equipment (WEEE) operative
- The company makes every effort to reduce the amount of hazardous waste it produces, and where it is produced it is properly contained and disposed of

### c.) Avoiding Waste

- TKS products are designed to ensure the most efficient manufacturing methods are used to produce the desired finished product.
- Our experts in die, tool and pattern making support the design team in ensuring the most efficient production methods are used to reduce waste.
- TKS also use best practice procedures to reduce waste i.e: purchasing metal in the most appropriate form

## Water

### a.) Water Consumption

- TKS ensure that any process water used during manufacturing is closely monitored. It is also separated from that used for domestic purposes.
- The quality of the process water in the rinsing tanks used during the plating processes, as well as in the separately established acid treatment units, is monitored and carefully controlled. More water is not run until the existing quality approaches specified levels.

### b.) Water Quality

- Our company does not release anything other than normal wastewater into public sewers, onto the ground or any other surface waters
- All waste water passes first through sediment, then treatment tanks, until it reaches a level of total purity which is independently monitored

## Human Rights, Labour Standards & Employee Policies

### a.) Employees

- TKS has a long term agreement with an employment law advisory service who ensure that our contracts, practices and procedures are in line with legislation. This same firm also undertake an annual health, safety and fire risk audit on our premises.
- TKS policies and procedures cover all its employees for;
  - o Health & Safety legislation
  - o Employee wellness and engagement
  - o Equality, diversity and inclusion
  - o Equal pay and reward
  - o Recruitment and retention
- Furthermore, TKS employs the following employee initiatives;
  - o All new employees receive a formal induction into the business
  - o All employees have annual appraisals
  - o We actively promote health and wellbeing
  - o We offer training and development leading to recognised qualifications

## b.) Suppliers

- TKS collate information from suppliers on their social and environmental policies and performance
- We assess suppliers for the following key supply chain risks;
  - o Loss of supplier/ continuity of supply
  - o Political stability in supplier regions
  - o Exchange rate fluctuation
  - o Quality of product
  - o Timeliness of supply
- As part of our ISO we ensure that key suppliers conform within the work place regulations of their country of origin.

## c.) Equality, Diversity and Fairness

- TKS believe firmly in embracing diversity. We are committed to the principle of equal opportunity in employment all irrelevant of sex, age, disability, sexual orientation, marriage status, race, ethnicity, national origin, or religious belief.
- We believe that the wide variety of backgrounds, perspectives and ideas found throughout the company contribute positively to our competitive edge.
- TKS offers employees clear and fair employment terms and provide resources to consistently motivate, support, and develop employees.

## d.) Health & Safety

- TKS view health and safety as a primary concern. The risks inherent to manufacturing as an industry ensure this. With this in mind TKS remains proud of its clean record. For us, no accident is acceptable. As a family company accountability is felt throughout the firm, right up to our Executive Chairman.
- We believe that a safe working environment and high level of protection is a necessity not only for the continued wellbeing of our staff but also for the benefit of our business.

#### e.) Recruitment

- TKS aims to train within the company to try and preserve and maintain our unique skills that are handed down through each generation.
- TKS seeks to recruit young talent onto its apprenticeship programme from a range of schools where the individuals concerned show an interest and passion in being trained and taught by one of our experienced and skilled craftspeople.
- Where possible, TKS recruits locally, which for our metals operation means a lot of those from within Birmingham's Jewellery Quarter, and similarly for Bedworth, its surrounding areas, including Coventry, making the most of our regional skills base.
- Where TKS acquire smaller local companies, particularly when the owner wishes to retire, TKS aims to retain their employees' skills and specialised equipment.

#### f.) Training & Development

- TKS operates a comprehensive training plan as part of our ISO 9001:2008 policy. This ensures that all of our training procedures are in line with current health and safety legislation.
- Our training procedures are designed to develop employees' skills through cascade training. We are currently concentrating on developing and expanding our CAD/CAM skills with training courses at specialist manufacturers and in-house development
- We aim to cultivate close connections with schools local to our manufacturing bases, and promote the various craft skills required for our work to continued by the next generation.

## Progress reports

### a.) Energy use

A number of measures have been taken this year to manage and where possible reduce our energy use;

#### General

- We have introduced an energy survey of half hour usage data. This is then used as an instrument to reduce usage.
- Heating is now regularly managed through thermostatic control
- Progressive introduction of low power consumption lighting across all sites is underway, with a programme to complete as soon as finance is available
- The company now purchases combined heat and power from a renewable energy source

#### Bedworth

- Removed old boilers and installed condensing boilers

#### Birmingham

- Installation of double glazed windows with UV protection on our Birmingham site for improved insulation and employee comfort and safety.
- The roofs of the whole Birmingham factory have recently been renovated to reduce heat loss and thereby reduce our energy usage, as well as eliminate water leakage.
- A new heating system has been installed in certain departments of Birmingham, resulting in increased efficiency/ reduced energy usage.

## b.) Transport & Company Fleet

- The company has two vans used for internal deliveries between its three sites. There is a scheduled delivery route every Wednesday only, so as to reduce our van's carbon footprint and to encourage staff to think more economically. All staff are aware of this schedule.
- A key member of staff, who is required to travel regularly between sites, has use of a hybrid vehicle which is charged at each site so as to reduce its reliance on fossil fuels.
- Company employees have been invited to take part in the 'Cycle to Work Scheme' and we have seen some employees take advantage of this offer, reducing the carbon footprint of our workforce.

## c.) Waste

- We have ceased the use of trichloroethylene (tri-ke) as a degreaser and fast drying agent, and instead now use a high-temperature controlled oven.

## d.) Recruitment

- TKS has recruited two new employees from the School of Jewellery. This is one of the leading schools for jewellery design in the world and is based in the Birmingham Jewellery Quarter. Two members of our design team are graduates, and one of our employees lectures at the school part time and has identified talented individuals for us.
- TKS recently recruited a graduate from the Royal School of Needlework, to ensure the continuity of the high standard we have set ourselves in our workrooms and allowing a credible career path for such individuals in the United Kingdom.

## e.) Community & Social Investment

TKS is determined to maintain strong relations with its local communities due to the regional skills base upon which both its Birmingham and Bedworth factories particularly rely. The company requires strong community relations, and makes every effort to support the wider UK craft manufacturing industries.

- The Executive Chairman of TKS is a founding member of QEST, the Queen Elizabeth Scholarship Trust, which funds the training of aspiring craftspeople, and more recently apprentices. Since its founding TKS has made donations and other efforts to support the charity.
- TKS recently took part in a consultation on small business practices, with the hope of improving the work environment for all of those involved.

- The Executive Chairman is Past-Chairman of the London Playing Fields Association, which aims to protect and promote sports playing fields in Greater London, and successfully merged that Association with the London Playing Fields Society to form a single entity
- TKS was selected to host a visit by HRH Princess Royal, supported by the Lord Mayor of Birmingham, the Lord Lieutenant, High Sheriff and entourage in March 2017 at the Birmingham factory.
- TKS continues to support and encourage its employees to help local community organizations and community activities in their respective regions, such as the Birmingham Half marathon.
- TKS is actively involved with much of the work that is being done in the Jewellery Quarter through the Jewellery Quarter Association. This is especially important due to TKS being one of the largest manufacturers in the Jewellery Quarter. This Association aims to promote the Quarter as a vibrant place to work, visit and live. We are fully supportive of its bid to become a world heritage site.
- TKS has consistently and regularly hosted factory tours in Birmingham, and last year we worked with Marketing Birmingham to host tours during the Rotary International Convention.
- TKS is an enthusiastic member and supporter of the Birmingham Civic Society. We donated an award to the Society and have been involved with their Citizenship Initiative that works with Birmingham schools to develop pupils' involvement and pride in the city.
- TKS has worked closely with local schools, for which it also produces uniform items. Students doing textile courses are often invited to the factories for a tour
- We have accepted the Bedworth Heritage Centre's request for a factory tour on the 7<sup>th</sup> September 2017
- The Bedworth Heritage Centre will be hosting an exhibition of various TKS product for three months, starting on the 8<sup>th</sup> September 2017
- We dismantled an old jacquard loom for a local museum, Herbert's Gallery, and reconstructed the loom into working order for them three years later
- In August 2017 we hosted the Mayor and Mayoress of Nuneaton at the Bedworth factory
- We collaborated with Small Heath School in Birmingham on numerous artistic projects, with some of our skilled employees. Small Heath School in Birmingham is highly regarded within the City for it's excellence in all aspects of surface design.

- Both of our factories are popular venues for young people looking for work experience. We attempt to let them experience most areas of manufacturing during their time with us.
- We have close ties with a Jewellery Quarter campaign to develop a recognised training scheme for the industry. It is obvious that this is the only way to secure the future of our industry and retain the skills based traditionally in the Quarter. Initial trainees are soon to begin their training that will lead to a qualification from the Goldsmith's company, recognised and respected the world over.
- Textile students of the local Nicholas Chamberlain and Ash Green Schools have visited our textiles factory in Bedworth.
- TKS donated material from its Bedworth textiles factory to students of the Nicholas Chamberlain school for the creation of garments for their fashion show