

## **RESPONSIBLE PROCESSES**

### **Human Resource Processes**

To uphold a modern HR Process and to provide added value to internal & external staff and members & clients, TUCO's HR procedures focus on the following main areas:

- Recruitment and Staffing
- Compensation and Benefits
- Training and Development
- Career Development
- Talent Management
- Leadership Development
- HR Controlling

The staff handbook contains responsible processes for staff to follow.

TUCO work in conjunction with members and clients on policies and procedures for the recruitment and development of staff adhere to the highest standards of fairness and ethics.

TUCO are committed to staff equality and diversity including support for Disabled, Lesbian, Gay, Bisexual and Trans, Black and Minority Ethnic, International and religion.

TUCO develop Policies and procedures in line with modern HR processes to give guidance to internal and external stakeholders on TUCO values and norms.

### **Procurement Processes**

Procurement staff are given the opportunity to attend trade shows, industry conferences, supplier site visits and carry out general research on each of their categories, to help embed new initiatives during the research stage of the tender process.

A positive/negative impact analysis is carried out on each framework agreement to highlight new initiatives and mitigate current and future risks. This is embedded into the market research strategy document as part of due diligence.

The TUCO Sustainable Procurement Policy gives guidance to internal and external stakeholders on how TUCO consider social, economic and environmental factors when establishing framework agreements.

When establishing framework agreements, TUCO request industry standard accreditations or equivalent policies from suppliers to demonstrate their consideration to social, economic and environmental factors.



When establishing framework agreements, TUCO request environmental accreditations or equivalent policies from suppliers to demonstrate their consideration to social, economic and environmental factors.

To mitigate/transfer risk during the procurement process, TUCO request suppliers are insured to the value of £5,000,000.00.

As part of due diligence, TUCO works closely with STS, a UKAS accredited organisation who undertake independent food audits against a variety of standards. STS audit all TUCO suppliers.

To support small scale farmers and workers and to help gain better prices, decent working conditions and fair terms of trade, TUCO request that suppliers consider Fairtrade/Fairly traded food and drink on relevant framework agreements.

TUCO procurement process endeavours to question supplier transparency throughout the supply chain to give TUCO members and clients assurance that social, economic and environmental factors have been considered when establishing framework agreements.

To ensure supplier details are kept up to date throughout the contract period, TUCO document and monitor key policies, certificates, industry standards and accreditations for each supplier.

### **Supporting New Initiatives**

TUCO have teamed up with Sustainable Restaurant Association to create a 'TUCO branded programme' which offers members a comprehensive sustainability accreditation focussed on the Catering Industry. The SRA's president is professional chef, Raymond Blanc, OBE.

TUCO Ltd provide learning and development to members to help assist and support sustainability. All courses are offered to members in each TUCO region either face to face or via webinars to reduce carbon footprint.