# Sustainability and Environmental Policy

*At Home Catering Limited*

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| **Policy reference** | AHC-POL-SUS |
| **Status** | Version 1.0 — approved 30 October 2026. Website publication authorised on 30 October 2026. Not yet in effect: approval and publication authorisation do not make the policy operational |
| **Version** | Version 1.0 — approved 30 October 2026 (the controlled source on file before approval was draft 0.1) |
| **Prepared** | Wording prepared 20 October 2026; release edition generated 30 October 2026 |
| **Replaces, once published** | The legacy Policy on Sustainability (review date April 2026) and Policy on Environmental and Social Impact (review date April 2025), which remain published until this policy is published in their place. The website publication authorisation of 30 October 2026 also covers removing the legacy 2024–2026 carbon action plan from the policies page. Any future Carbon Reduction Plan is a separate document and will be published only once it has a measured baseline and its own approval |
| **Policy owners and approvers** | John Walker and Christophe Perrier, jointly |
| **Contact for this policy** | Our events team — parties@athomecatering.co.uk |
| **Review** | At least every 12 months once in effect, and earlier on a relevant change |
| **Law checked** | Against current official sources on 20 October 2026. Final legal review is still outstanding; no external legal advice has been recorded in the policy programme |

## 1. Our commitment

At Home Catering Limited, including the work we carry out under our At Home Events brand, wants to reduce the environmental impact of what we do, in proportion to our size and influence, and to be honest about it. We commit to:

- comply with the environmental law that applies to us;
- prevent waste first — buying, preparing and portioning so that less is thrown away;
- separate, store and pass on our waste correctly;
- consider environmental impact when we buy food, equipment, packaging and services;
- use energy, water, vehicles and materials carefully;
- measure before we claim, and claim only what we can show;
- improve as we learn where our real impacts are.

We are not publishing any environmental figure, percentage, target or result, because none has been evidenced in our policy programme as measured to a standard we could stand behind. We do not claim to be carbon neutral, net zero, zero waste or plastic free, and we do not describe our food, our suppliers or our business as "sustainable" or "green" without saying exactly what we mean and what supports it.

## 2. What this policy covers, and where our control ends

This policy covers how we work at our kitchen and delicatessen in Cobham, at the events we cater in clients' homes and at venues, and on the journeys in between. It applies to everyone who works for us,

including casual, agency and freelance staff while they work with us, and to suppliers and contractors through our arrangements with them.

Most of our events take place on premises we do not run. At a venue or a client's home, the bins, waste contractor, recycling facilities, energy supply and water are usually controlled by the venue or the client. There, we will follow their arrangements and separate what we can, and we do not claim an outcome that depends on someone else.

## 3. Food, menus and food waste

Food choices and food waste are material areas for a catering business, although we have not yet measured their relative share of our environmental impact. When this policy is in effect, we will:

- plan quantities carefully with each client, so that we do not over-order or over-produce;
- build menus around seasonal produce where it suits the menu and the event;
- make full use of ingredients — for example, using trimmings for stocks and sauces where that is safe and suitable;
- keep food that can safely be kept, in line with our food safety controls;
- redistribute genuinely surplus edible food only where it is safe, lawful and arranged with a suitable organisation;
- separate food waste for collection where facilities allow.

Food safety always comes first: no surplus food is kept, reused or passed on unless it is safe to do so. We do not currently describe any redistribution partnership, because none is evidenced to the standard this policy requires.

## 4. Purchasing and packaging

When this policy is in effect, environmental impact will be one of the factors we weigh when we choose suppliers and products, alongside quality, safety, reliability and cost. Our Supply Chain and Responsible Sourcing Policy will set the detailed standards once it is in effect. For packaging and single-use items, prevention comes first:

- avoid packaging and single-use items that are not needed;
- choose reusable items where practical and hygienic;
- where single use is genuinely needed, choose materials that can be recycled where the collection exists;
- never supply single-use plastic items that the law bans, and follow the restrictions on others.

Buying nearby can shorten lead times and journeys, and we value local suppliers who meet our standards. But local is not automatically the lower-impact choice: production method, seasonality, storage, transport and waste can all affect the outcome. We state no local-sourcing distance or percentage.

## 5. Waste — separating, storing and passing it on

We will follow the waste hierarchy: prevent, then reuse, then recycle, then recover, and dispose of waste only as a last resort. At premises we control, when this policy is in effect:

- waste is separated as the law requires — dry recyclables (plastic, metal, glass, paper and card), food waste and residual waste;
- waste is stored safely so that it cannot escape or cause a nuisance;
- waste is passed only to a registered waste carrier, with a waste transfer note or equivalent record for each transfer, kept for at least two years;

- used cooking oil is collected separately and handled by an authorised collector;
- hazardous items are kept apart and handled under the rules that apply to them.

At venues and in clients' homes we will use the separation the venue or client provides, and take our own waste away only where it has been agreed and can be handled lawfully.

## 6. Energy and water

When this policy is in effect, we will switch off equipment that is not in use, run refrigeration, ovens and dishwashers efficiently and at sensible loads, choose energy- and water-efficient equipment when we replace it, repair leaks promptly, and review our energy bills so that we can see where use can be reduced. Much of our energy and water use happens at venues, where the supply is not ours to choose. We do not claim to use renewable energy.

## 7. Transport and deliveries

When this policy is in effect, we will plan event journeys and deliveries to avoid unnecessary trips, combine loads where practical, keep vehicles properly maintained, and consider lower-emission vehicles when vehicles are replaced. We will encourage shared travel to events where it is safe and practical, and use remote meetings where they genuinely replace a journey. We make no claim about the vehicles we run or their emissions.

## 8. People and communities

Treating people fairly is part of operating responsibly. Our commitments on fair and safe working conditions, equality and inclusion, conduct, and the prevention of modern slavery are set out in our Equality, Diversity and Inclusion Policy and Code of Conduct, and will be set out in our Modern Slavery and Human Trafficking Policy once it is approved and brought into effect. They are not repeated here. We aim to support the communities we work in where we genuinely can — for example through surplus-food redistribution or charitable support — and we will name a partner organisation only once the relationship is confirmed and the partner agrees.

Where a related policy is not yet in effect, this policy does not make it operative. The commitments in this policy still apply.

## 9. Honest environmental claims

Every environmental statement we make — on our website, in proposals, menus, social media or tenders — must be truthful and accurate, clear, complete, fair in any comparison, consider the whole life cycle where it implies it, and be backed by evidence we hold before we make it. In practice:

- evidence first, claim second;
- no unexplained "eco", "green", "sustainable" or "environmentally friendly" descriptions;
- no figure, reduction or achievement without a baseline and a measurement method;
- a target is described as a target, never as a result;
- only people authorised by management may make environmental claims on our behalf;
- an older claim is not reused until it has been checked.

## 10. Measuring and records

We cannot honestly reduce what we have not measured. When this policy is in effect, we will keep the records that show what we do — waste transfer notes, energy and water bills, supplier information and, where we start to measure them, figures for food waste and packaging — and we will set any target only

once a baseline exists. Greenhouse gas emissions are dealt with in a separate Carbon Reduction Plan, which is in draft; no carbon figure, baseline or target is stated here.

## 11. Responsibilities and training

John Walker and Christophe Perrier own this policy, and our Senior Management Team oversees how it is put into practice. Once it is in effect, managers make it workable in their areas and must not override it for convenience, everyone follows the practical measures that apply to their work, and nobody makes an environmental claim on our behalf without authority. Before this policy takes effect, the people whose work affects food waste, packaging, waste, energy, purchasing and transport will receive proportionate guidance. No sustainability training has been evidenced as delivered, and none is claimed by this policy.

## 12. Concerns and improvement

Anyone can raise a concern about our environmental practice or about a claim we make. You do not need proof. Nobody is treated badly for raising a genuine concern, and nothing in this policy restricts reporting directly to a regulator.

| Situation | Who to contact |
|---|---|
| If anyone is in immediate danger | Call 999. |
| A spill, pollution or unsafe disposal | Make it safe if you can do so safely, then tell your event manager or a senior manager. You may also report it directly to the Environment Agency or the local authority. |
| A question or concern about this policy, or a claim we make | Your event manager, or parties@athomecatering.co.uk. Our staff may also go to Jessica Perrier, our HR contact — jessica@athomecatering.co.uk, or to Christophe Perrier or another senior manager. |

## 13. Review

Once in effect, this policy is reviewed at least every 12 months, and earlier after a relevant change in the law, our operations, our suppliers or our measurements. Feedback from staff, clients, suppliers and the community is welcome. Changes require approval by John Walker and Christophe Perrier jointly.

## Who we are

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| **Legal entity** | At Home Catering Limited |
| **Company number** | 02763948 (registered in England and Wales) |
| **Registered office** | Kings House, 9-10 Haymarket, London, England, SW1Y 4BP |
| **Trading and contact address** | 40 High Street, Cobham, Surrey, KT11 3EB, United Kingdom |
| **Email** | parties@athomecatering.co.uk |
| **Telephone** | +44 (0)1932 862026 |
| **Brands** | At Home Catering is our public business name. At Home Events is a customer-facing events brand of At Home Catering Limited. It is not a separate company and never the contracting party. |