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### working today, protecting tomorrow

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Welcome to our second Corporate Social Responsibility report.

This publication is about the progress we have made since our first report on the key areas of climate change, sustainability and social responsibility. The credibility of the data we publish remains an important factor in support of our leadership in these areas so we have continued to use independent bodies to audit and verify our information.

Many new initiatives and plans have been included in this report which underline our enthusiasm and commitment in creating a sustainable future for our employees, our customers and our community.

Our first CSR was entitled ‘working today, protecting tomorrow’ and this is still our mandate. We are proud of our achievements so far and are dedicated to working towards a more sustainable environment and maintaining our position as environmental leaders.

Paul Veried
Vice President Refrigeration
& Weigh Europe

“Working today, protecting tomorrow is still our mandate.”
About Foster

Foster Refrigerator is the UK’s premier commercial refrigeration manufacturer, with a market leading position in the UK and a rapidly expanding international business.

Foster sells a wide range of award-winning refrigeration equipment and systems into diverse end user markets such as restaurants, pubs, hotels, fast food outlets, staff catering and supermarkets, and in the public sector to schools, universities, hospitals, Ministry of Defence and Social Services. The innovative product range includes refrigerated storage cabinets and counters, under counters, blast chillers and freezers, prep stations, walk-in coldrooms, multidecks, refrigeration systems, bakery refrigeration, ice makers, water coolers and temperature monitoring.

Foster is at the forefront of new technology, pioneering new standards in temperature control, hygiene and efficiency.

Premium products, together with our support services, enable us to maintain long-term relationships with our partners.

Foster views environmental management as an integral component of our overall business decision-making, and strives to achieve environmental best practice in all of our manufacturing and supply operations.

We are committed to developing and marketing products which have excellent environmental characteristics, and which meet current best practice.

Foster Refrigerator’s parent company, ITW, is a leading Fortune 150 manufacturer of a diversified range of value-adding industrial products and equipment. ITW’s Food Equipment business, of which Foster is part, is the No.1 global manufacturer of food equipment and includes other market leading brands such as Hobart, Traulsen, Bonnet, Thirode, Gamko, Avery Berkel, Wolf, Vulcan and Colged.
Our philosophy

Climate Change
Reducing our carbon footprint and designing products with the lowest possible environmental impact.

Social Responsibility
Providing business leadership in ethical standards, local supply, community support and a safe working environment.

Sustainability
Reducing, reusing and recycling our waste and setting yearly reduction targets.

Independent Verification
Environmental leadership verified by independent test authorities and industry recognised audit bodies.
1.0 Climate Change

Foster took two significant green steps during 2011 and 2012, both of which were major landmarks in the company’s history. The first of these was the major investment of over £4m in a low carbon production facility, and the second was the design and launch of the ultra low energy EcoPro G2 range, the first all-new product to run off the new production facility.

Key climate change achievements

- **2005 ECA Listing**
  Foster Refrigerator becomes the first in its industry to be listed on the governments Energy Technology List

- **2009 Carbon Trust Standard**
  Foster Refrigerator becomes the first refrigeration manufacturer to be awarded the Carbon Trust Standard for its low carbon manufacturing

- **2006 Low Energy Range**
  Foster Refrigerator launches its low Energy Eco Pro range

- **2012 EcoPro G2**
  After a £4 million factory investment Foster Refrigerator launches the brand new ultra low energy G2 range
“Designing the new G2 from scratch gave our engineering team a chance to assess and minimise the environmental impact of every component and function. We are very proud of the result”

Chris Playford | Market & Development Director

See how far the G2 has evolved in terms of energy reduction compared to previous Foster models:

<table>
<thead>
<tr>
<th>Foster Range</th>
<th>Proline</th>
<th>Eco Pro</th>
<th>EcoPro G2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster model</td>
<td>PROG600H</td>
<td>EPROG600H</td>
<td>EP700H</td>
</tr>
<tr>
<td>Date</td>
<td>2008</td>
<td>2009</td>
<td>2012</td>
</tr>
<tr>
<td>Energy use (kWh/48h)</td>
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<td>3.7</td>
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<tr>
<td>*Annual running cost</td>
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<td>£81</td>
<td>£65</td>
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<tr>
<td>**KgCO₂e per annum</td>
<td>899</td>
<td>354</td>
<td>286</td>
</tr>
</tbody>
</table>

*Running Costs based on 12p kWh.  
**Using the Carbon Trust’s current figures of 0.5246 kWh to KgCO₂e for electricity.
The EcoPro G2

Independent laboratory tests on the G2 cabinet clearly demonstrated the product’s world-beating energy-saving performance and enhanced Foster’s clear lead in this field.

We also asked hundreds of our customers to energy test their G2 cabinets in their own kitchens. Foster provided complimentary energy monitors and the products were tested during day to day kitchen activities.

“The energy testing process really brought home to me just how much energy can be saved by using Foster. The average energy usage on the G2 fridge was only 90p per week – that’s just 13p per day. They’re savings you just have to sit up and take notice of, especially when applied to multiple products across multiple sites.”

Lynda Mitchell | Commissioning & Contracts Manager, North Somerset.

Independent laboratory tests show the cost to run an EcoPro G2 EP700H annually is £65.30

20% more efficient when tested in a real world environment

The remarkable results showed that in real world tests the EcoPro G2 was a further 20% more efficient than the independent laboratory tests conducted by RD&T.

<table>
<thead>
<tr>
<th>Foster G2 EP700 H real world annual average tests @ 90p per kWh</th>
<th>Foster G2 EP700 H independent laboratory test annual average</th>
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<tbody>
<tr>
<td>Education</td>
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<tr>
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<td>£65.30</td>
</tr>
</tbody>
</table>

Results received from data submitted independently by customers and has not been verified by a third party. Data obtained by using standard off the shelf energy monitors (product code N47KB)
Key low energy designs of the new G2

Our most technically advanced and energy efficient model yet.

NEW Cabinet design
More robust cabinet design with market leading storage capacity provides exceptional customer value.

NEW Evaporators
Twin circuits ensure the evaporator is providing effective cooling throughout the whole of the evaporator coil maximising cooling performance.

ISO Climate Class 5
Foster equipment works efficiently and most importantly maintains temperature in the hottest and toughest of kitchens.

NEW Refrigeration
Brand new refrigeration system designed to be the most technologically advanced and energy efficient yet.

NEW Ventilation
New ‘Airlines’ grill provides effective ventilation that cools the compressor which reduces running time by 15%.

NEW Insulation
Cyclopentane foam insulation improves thermal efficiency.

NEW Food Fresh Dynamics
Fluid Food Fresh Dynamics modelling improves air distribution which optimises performance and reduces energy keeping food fresher for longer.

NEW Door interface
The new door is rebated to the rear, providing a ‘cold’ barrier that protects the door seal and reduces energy consumption.

NEW Controller
Smart electronics (e-mode/energy), deliver even closer energy control reducing consumption.
We are proud of our record in pioneering the use of new greener refrigerants in commercial refrigeration – refrigerant performance and environmental sustainability is an ongoing priority.

Our first CSR report dealt in detail with our pioneering work with Hydrocarbon refrigerants. Foster was the first company to introduce Hydrocarbon refrigerants into commercial refrigeration equipment in Europe and we continue to be the prime supporters of the gas in our industry.

Zero gas leak strategy

New refrigerants such as hydrocarbon have a much reduced global warming potential but loss of refrigerant from a system also has a significant impact on climate change through the resulting increase in energy usage. Although factory-made refrigeration systems have a much lower leakage rate than split systems assembled on site, building robust sealed units to minimise any potential gas leak is important in saving energy costs. Foster’s ‘Zero Leak Strategy’ objective is to eliminate gas leaks and we have invested heavily in the latest and best technology available to help us achieve that.

The effect of refrigerant leakage on refrigeration performance and energy consumption from the Carbon Trust

“If a refrigerant leak is not promptly repaired it will start to effect system efficiency and the energy cost for the refrigeration system will increase. Eventually the refrigeration system will no longer be able to provide enough cooling which could lead to product or other losses.

The longer you leave the leak before repairing it, the higher the cost for the repairs, refrigerant loss, additional energy usage and other consequential losses”

Carbon Trust
All products are subjected to three separate tests to ensure there are no leaks:

1. Vacuum testing the system

The refrigeration system is pulled down to generate a vacuum that is held for a period of time; any leaks at this stage are identified by a reduction in the vacuum.

2. Helium gas testing

The system is then tested using helium gas to find any minuscule leaks. Why are we using helium gas? The molecules in Helium gas are the second smallest molecule size possible, excellent for finding the smallest of gaps and our detecting equipment can measure this.

3. Conventional leak detection tests are undertaken after the system is charged with refrigerant

A final check is made after the system is charged with refrigerant.

Foster uses quality components in our refrigeration system

Examples include:

- Highly corrosion resistant cataphoresis coated evaporators - the evaporator in the refrigeration system is coated with a unique membrane which makes it anti-corrosive.

- Computerised copper pipe bending - allows pipes to be bent without any distortion or deterioration in integrity of the refrigeration system.
Making better use of what you have is a sound sustainable principle. Foster Coldstores have solved clients needs for more storage capacity not by extending or building new coldrooms but by redesigning the storage within their existing rooms. This is not only cost effective but also means a significant saving in energy needed for customers increased storage demands and a reduced carbon footprint.

J.D.Wetherspoon’s dual compartment room (right) had storage capacity of 15.25 M². Redesigning the shelving increased this to 21.04 M² increasing the walk-ins storage space by 38%. A very cost effective and environmental solution.
“Bad coldroom layouts often mean unusable spaces are refrigerated, wasting energy and floor area. Good coldroom design saves money and the environment.”
Brian McDermott | Director Foster Coldstores

Case study

Energy saving coldroom design

Our innovative coldroom design has significantly reduced the carbon footprint of Greggs’ new bakery in Norwich. The new Foster Eco Star refrigeration system delivered an energy saving in excess of 30%.

This system differs from traditional equipment as it is designed to precisely match the required load at any given time and consequently to reduce energy consumption. For example, overnight when everything is down to temperature, the unit slows and saves electricity while a traditional unit will cut in and out at full speed and uses far more energy. If in the future Greggs wishes to increase the size of the coldroom (within certain limits) this can be achieved using the existing Eco Star refrigeration unit with an increased running speed - a benefit that saves both the cost and the environmental impact of installing an additional refrigeration system.

The Octagon Varispeed is an inverter driven condensing unit. It has the ability to match the required refrigeration duty. Motors usually operate on 50Hz but this is capable of operating between 30 and 87Hz to meet demand.
Energy saving innovations

At Foster we operate all our manufacturing plants using advanced ITW and Lean Manufacturing techniques and processes.

The benefits of this approach are not only reflected in one of the most advanced commercial refrigeration plants in Europe but also in lower operational costs, improved quality, enhanced productivity, reduced waste and greater energy savings.

Many of the ITW and Lean Manufacturing techniques have contributed either directly or indirectly to helping us reduce our energy consumption and our carbon footprint.

Some examples include;

- **Lights out manufacturing** - our investment in the latest laser machines means that operations can continue through the night.
- **Improved product testing** - all Foster products are 100% tested before leaving the factory. New and innovative techniques for completing these tests have reduced energy consumption during the process by 70%.
- **Lean supply chain and a ‘make-to-order’ environment** has helped to reduce material stocks which in turn has reduced damage, waste and the space required to store it all by 34%. Thereby reducing the lighting and heating by the same percentage.
- **Our distribution partner** is based within a few metres of our production lines. Foster products are therefore only handled once, are not required to travel great distances to the warehouse and can be produced in line with customer demand. This reduces damage, the need for extensive and costly warehousing and reduces our carbon footprint.

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70% less energy usage than traditional ‘test methods’ due to more accurate and precise test times
Foster has adopted cyclopentane insulation as a major new step in increasing the sustainability of our products.

High performance cyclopentane foam is more thermally efficient than traditional foams and maintains performance of the product for longer.

Global Warming Potential (GWP) 6*

(*Appropriate value for comparison. R134a blown foam has a GWP of 1430)

13% improvement in efficiency by using Cyclopentane
Foster is the first in the commercial refrigeration industry to achieve recertification of the Carbon Trust Standard. We continue our leading industry-position having been the only company in our sector to achieve the Standard in 2010.

Foster has set a carbon reduction target of 2.5% year on year. This has been achieved and exceeded through our investment in new plant and products and by our continuous improvement processes throughout the company.

The 2012 recertification monitored the carbon footprint of all Foster’s operations including service and transport. During the recertification period (2009 to 2011) the Carbon Trust certified that Foster has improved its carbon efficiency by 14% relative to the output of cabinets sold. This greatly exceeded the 2.5% per year target.

We improved our carbon efficiency by 14% (2009–2011 assessment period*).

*tonnes CO₂e/cabinets

Foster is proud that it has significantly reduced its environmental impact. However sustainability remains a priority and with the Carbon Trust Standard certificate being valid for just two years, Foster is committed to working even harder to reduce carbon emissions and continue to be a Carbon Trust Standard Bearer.
The Carbon Trust Standard

To achieve the Carbon Trust Standard, organisations must firstly measure their direct carbon footprint (comprising emissions generated from onsite fuel and electricity use, for example), then prove that good carbon management practices are in place, and demonstrate genuine reduction in their emissions over a two year period.
Our manufacturing facility

We have invested millions of pounds in our manufacturing facilities to not only ensure world class standards of efficiency and quality but also to drive continual reductions in our carbon footprint.
Proud to hold both the ISO9001 and ISO14001 quality and environmental marks

70%
Energy saving by using LED lighting in the office and factory

£4m invested in our manufacturing facility for the G2 range
Measuring our progress

One of our key environmental measures is to understand our progress in lowering our carbon footprint by measuring the amount of energy it takes to produce a product. This is a simple but effective measure that removes demand fluctuations and clearly shows the energy used per product produced.

Foster calculated the CO₂ emissions of our paper usage in the year 2010/11 to be the equivalent of twelve trees. We partnered with a local school and provided trees for the children to plant.

We encourage our staff to reduce their paper usage and what we use from now on we will offset on an annual basis.

Carbon offsetting

30% reduction in desktop power use due to a new virtual desktop infrastructure

IT energy saving

Investment in modern server technology has delivered a 35% energy saving.
As a British manufacturer the distance your product travels from the factory to a UK customer creates significantly less carbon emissions than an imported product.

**Fleet emissions**

CO$_2$ emissions per cabinet produced

- 2007: 18.0 kg CO$_2$
- 2008: 16.2 kg CO$_2$
- 2009: 15.1 kg CO$_2$
- 2010: 9.1 kg CO$_2$
- 2011: 6.6 kg CO$_2$

64% reduction in CO$_2$ over five years
The world's resources are finite so we have to ensure that we do as much as we can to reduce the use of those resources and think about the impact on our future generations.

At Foster we are committed to operating the business in a sustainable way for the benefit of future generations and we put sustainability at the centre of our environmental approach.

Our sustainable responsibilities fall into two simple categories:

- Making products that are long-lasting and recyclable.
- Sustainable manufacturing.

Key sustainability achievements

2005
ISO 14001
Foster became the first in its industry to gain the Environmental Management Standard

2008
International Green Award
Foster wins Food Service Consultants International Green Award

2006
Recycling
Foster implements a 98% recycling process for end-of-life products

2012
EcoPro G2
G2 wins Cooling Industry Award for innovation, performance and sustainability
Making products that are long lasting and recyclable

Delaying the environmental impact of making a new product.

Built to last:

- **Low energy fan motors**
  are considerably more efficient and generate a fraction of the heat of conventional fan motors, lasting up to four times longer.

- **Hydrocarbon refrigerant**
  has lower Global Warming Potential (GWP) and is kinder to the environment.

- **ISO climate class 5 rated system**
  designed to maintain temperature in even the most demanding of kitchens.

- **Cataphoresis coated coils**
  provide superior corrosion resistance in comparison to standard coils.

- **Heavy duty hinges and door fittings**
  tested to 250,000 openings equivalent to 100 openings per day for 7 years.

- **Heavy duty castors**
  rated to 100kg per castor, that’s 400kg per cabinet.

- **Increased insulation thickness**
  improves the thermal efficiency of the cabinet, less heat is able to pass into the cabinet interior so less energy is required to keep the cabinet cold.

- **Robust shelving**
  rated to handle 40kg per shelf loading as standard.

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**5 steps**

Foster endorses the 5 step waste management hierarchy: Reduce, Reuse, Recycle, Recover, Landfill.
At the end of their useful lives, Foster ensures that up to 98% of the old products are recycled or reused.

- Non ferrous and copper melted and reused
- Microprocessor processed and reused
- Refrigerant made inert
- Compressor oil into green energy
- Plastics processed into garden tools
- Ferrous metals melted and reused
- Insulation processed into green energy
Foster recycling process

In these crucial economic and environmental times, it has never been more important to recycle. Protecting the environment, minimising pollution and reusing as much as possible.

1. Arrival of product & inspection
2. Removal of parts: shelving/castors/microprocessors
3. Refrigeration system de-gassed & oil removed into separators
4. Empty compressors sent to re-processing metal plants
5. Remainder of the product is crushed
6. Crushed product placed in sealed chamber filled with nitrogen gas. The product is then shredded into small pieces
7. A magnetic separator collects all the ferrous metals
8. An Eddy Current separator collects all the non-ferrous metals (aluminium, copper etc)
9. Polyurethane foam is treated with heat & mechanical pressure (still under inert conditions) to release more of the CFC/HFC/HFE gas
10. Foam pellets are produced & recycled into plastic plate manufacture, oil spill absorbents or used in Energy from Waste (EfW)

Compressor oil is reclaimed & sent to Energy from Waste (EfW) – a process which recovers energy from waste materials in a controlled & regulated environment. This is supplied to the National Grid to support ‘Green’ electricity

Plastics separated out & sent to re-processor
Waste management

Our lean manufacturing techniques and ISO14001 environmental management system have been the cornerstones in controlling and reducing waste in our manufacturing process. The efficiencies of lean manufacturing naturally reduce waste and the discipline of ISO14001 ensures that we analyse the environmental impact of our waste in order to reduce or eliminate it wherever possible.

General waste
This includes waste such as plastics and polystyrenes. This has been reduced by 72% since 2009.

Brazing gas
The gas for brazing on the new production lines is now on a ring main eliminating the need for multiple gas bottles and saving on the amount of gas used.

Warehouse space
Manufacturing has reduced the need for space by 34%, saving on energy, materials and equipment.

Paper waste
Using the Kanban paperless system in production saves 50,000 sheets of paper a year.

Chemical waste
We have introduced a new cyclopentane mixing system which greatly reduced the amount of chemical waste from the foaming process.

Cardboard waste
Foster has reduced cardboard waste in manufacturing by introducing reusable plastic containers. These are used by our suppliers and throughout the plant.

82% chemical waste reduction since 2005
Wood waste

Wood waste has been reduced by 25% since 2011 and 100% of our wood waste goes to composting and is fully recycled. Composting is the degradation or the breaking down of organic materials. This process is speeded up by reducing the size of the materials, mixing, correct moisture and air content which allows the microbes to convert the material to compost. Our process for recycling wood waste is shown below:

1> The waste is brought to site & weighed in on a weighbridge.

2> The material is then shredded & sorted. Any non-compostable materials, such as plastic bags, litter etc are removed.

3> The material is loaded into an Ecopod system that completely encases the composting materials. The composting materials are kept aerated for ten weeks.

4> The Ecopods are carefully monitored to ensure the correct temperature & air flow is maintained throughout the composting process.

5> The compost is then matured in heaps for three to nine months before being screened and graded to the PAS100 standard.

Usage of Recycled Compost
- 0-40mm which is used in agriculture
- 0-25mm which is used as a soil conditioner often used in landscaping
- 0-10mm which is used as a top dressing grade in horticulture

Foster waste per annum

Cardboard waste (kg/cab)

<table>
<thead>
<tr>
<th>Year</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>2009</td>
<td>4.25</td>
</tr>
<tr>
<td>2010</td>
<td>3.84</td>
</tr>
<tr>
<td>2011</td>
<td>3.42</td>
</tr>
<tr>
<td>2012</td>
<td>3.06</td>
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56% Reduction

General waste (kg/cab)

<table>
<thead>
<tr>
<th>Year</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>2009</td>
<td>11.60</td>
</tr>
<tr>
<td>2010</td>
<td>11.69</td>
</tr>
<tr>
<td>2011</td>
<td>10.41</td>
</tr>
<tr>
<td>2012</td>
<td>13.66*</td>
</tr>
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</table>

72% Reduction

Metal waste (kg/cab)

<table>
<thead>
<tr>
<th>Year</th>
<th>Value</th>
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<tr>
<td>2009</td>
<td>11.60</td>
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<tr>
<td>2010</td>
<td>11.69</td>
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<tr>
<td>2011</td>
<td>13.66*</td>
</tr>
<tr>
<td>2012</td>
<td>13.66*</td>
</tr>
</tbody>
</table>

31% Increase* "Includes plant refurbishment waste of redundant fixtures and fittings. Foster expects this to reduce in 2013 and resume its downward trend."
Improving our sustainability in manufacturing

New fibre laser

Foster has invested in the very latest laser technology to dramatically reduce power consumption, improve component accuracy and reduce waste. In a traditional CO₂ type laser, light is generated by electronically exciting CO₂ molecules. This process is costly and inefficient as a large amount of energy is wasted as heat.

The Diode Pumped Laser (fibre optic) features a fibre laser module that requires much less power and provides quicker and more accurate cutting. Additionally, gases such as carbon dioxide and helium are not required in the process.

Much improved reliability and life span also contribute to its sustainability credentials.

71% energy saved by adopting fibre optic laser technology which improves processing efficiencies
3.0 Social responsibility

Taking the industry lead

As a division of ITW a Fortune 150 Corporation, Foster is committed to the highest standards in business practise and we continue to strive to maintain our leadership role in this important area.

Whether it’s working closely with our local community, developing a local supplier base, investing in our employees, meeting the standards of the Ethical Trading Initiative or developing our membership of SEDEX, we demonstrate our commitment to social responsibility through our actions and achievements.

Key social responsibility achievements

- **2005 Code of Ethics**
  All Foster employees adopt ITWs code of ethics and practices

- **2009 CSR Report**
  The first Corporate Social Responsibility Report in the industry.

- **2010 Ethical Trading**
  Foster signs up to ETI base code

- **2011 Investing in People**
  Foster wins national skills and training award from Engineering Employers Federation
We work closely with the local communities in which we operate. We sponsor local events and charities and collaborate with local schools and businesses.

In the UK a team of 36 Foster staff and customers took part in the famous Three Peaks Challenge, walking the highest mountains in Scotland, England and Wales within 24 hours.

The challenge required the team to cover 1300 road miles as it moved around the country to undertake a combined 32 mile hike scaling Mount Snowdon, Scafell Pike and Ben Nevis, an achievement which should in no way be underestimated.

Through their efforts £2393 was raised for COCO (Comrades of Children Overseas), which is a children’s charity that aims to improve the lives of children living in poverty in the developing world through health and education initiatives, and £9,635 was raised for the Multiple Sclerosis Society, a cause which funds research into a disease which affects 100,000 people in the UK.

Every year Foster organises a green week where employees are encouraged to get involved. A highlight of this year was organising an art competition in conjunction with local school Ashwicken Junior.

The themes were:

Year 1: sea pollution, litter and oil spills
Year 2: caring for our environment, animals and woodland
Year 3: deforestation and saving the rain forest

Certificates and prizes were presented to each group by Ashley Sword, Foster’s Sales Director.
We try to source our components locally where possible to support local businesses but also to ensure that product miles remain low. This applies for every country in which we operate.

Where local sourcing is not possible we aim to ensure through the Ethical Trading Initiative (ETI) and SEDEX standards that our sourcing is in line with our social responsibility targets.

ETI is an alliance of companies, trade and voluntary organisations working in partnership to ensure that the lives of workers are improved worldwide.

Foster Refrigerator is working towards meeting the requirements of the ETI Base Code along with a number of other leading UK companies.

As part of this drive in our business, the Base Code of Ethical Purchasing is designed to promote safe and fair working conditions, and the responsible management of environmental and social issues in Foster Refrigerator’s Supply Chain. This Code clearly sets out the standards we wish to achieve for our business with the help of our suppliers over time. These standards are not bureaucratic, they simply ensure business is conducted without exploitation or abuse.

The principle of continuous improvement applies to all aspects of the Code and we will work collaboratively with our suppliers on the implementation of the Code. This will involve audits and site visits to assess suppliers’ performance against the Code in the spirit of improvement and compliance to the code.

51% of these are within a 35 mile radius of our UK factory.
85% of our suppliers are UK based.

In addition to ETI, Foster is also a member of SEDEX which is the largest collaborative platform for sharing ethical supply chain data. Since 2004 over 25,000 organisations from around the world have made SEDEX their platform of choice for exchanging ethical supply chain data.

SEDEX is a not for profit organisation dedicated to driving ethical improvements in global supply chains. It provides a secure online platform for sharing and viewing information on labour standards, health and safety, the environment and business ethics.
Foster is very proud of our health and safety record and the well-being of employees is an important part of our social responsibility approach.

The Foster business continues with promoting a strong culture of ‘Health and Safety’ and ‘Welfare at Work’ for all our employees. The company occupational health scheme is backed by a strong focus on health and safety at work. Fosters’ record on health and safety is exemplary and reflects the level of engagement on these issues from the entire organisation.

Our focus on health and safety extends outside the organisation and Foster is a member of the Safe Contractors Scheme which is one of the fastest growing health and safety accreditation programs in the UK. We are also a member of the Altius (Assured Vendor Scheme).

Foster records even the most minor incidents in our accident records and these are included in the above figures.

40% reduction in accidents since 2009
Our people

Key to Foster’s role in the local community is that of employment, where we have given employment to local people for over 40 years.

We are proud of our working environment, our commitment to our people and our business ethics. Foster is an equal opportunities employer, with a strong reputation in the community. We offer very competitive salaries and benefit packages, which enables us to attract and retain staff of the highest calibre. We also have very low staff turnover rates averaging just 2% per year.

Training

Foster believes in placing strong investment in developing our people. Our focus on training is about giving our employees the confidence, empowerment and skills to drive our culture and business forward.

Every new starter at Foster undertakes a two day induction that includes a recognised CIEH Level 1 award in Health and Safety in the Workplace.

All our full time employees are trained to NVQ level 2 in Lean Manufacturing techniques. Foster also supports staff wishing to undertake MBAs, and other professional qualifications.

We are proud to have been recognised nationally for our training as regional winner and national runner up by the Engineering Employers Federation for the 2011 Skills & Training Award.
4.0 Independent verification

Independent verification is the only true way to determine the real environmental benefits of a product.

There is a wealth of environmental data and performance claims for products in the marketplace today. Any buyer needs to have the confidence that a product will truly perform as it has been described, and the only way to ensure this is to be sure that the information supplied has been independently checked and verified. Foster ensures that all key performance and environmental data relating to our products, our company and the information in this report has been independently scrutinised. The history timeline (right) shows that this has been our company’s culture for many years. Foster’s reputation and knowledge is also being used to shape future environmental legislation in our market sector. We are involved with the European Commission on the EuP programme creating the successor to the current ETL method of measuring energy performance with a new mandatory standard similar to energy labelling on domestic products.

- Our two ISO standards ISO 9001 Quality Management Standard and ISO 14001 Environmental Management Standard are audited by Lloyds Register Quality Assurance (LRQA) with 6 monthly surveillance visits and full triennial reassessments every three years.

- The Enhanced Capital Allowance Scheme (ECA) enables private sector buyers to claim tax concessions on low energy products. Products qualify if they are listed on the government’s Energy Technology List (ETL). Data for this can be by self assessment or independent verification. Although many suppliers choose the self assessment route Foster’s data is independently assessed.

- Our products’ energy performance is tested by RD&T an independent test body (originally Bristol University) the top test house in the country for commercial refrigeration.

- The sustainability performance of our manufacturing plant is evaluated by the Carbon Trust a not for profit organisation that measures and certifies environmental footprints of organisations, products and services. Foster is very proud to be the first and only company in our industry to achieve the Carbon Trust Standard and to gain biannual recertification.

We don’t accept ‘green wash’. It is easy to claim environmental leadership but not easy to prove. All our achievements are backed by data that is independently verified.

Steve Denton | HSE Manager
Key independent verification achievements

2005
Lloyds LRQA
Indepedently assess Fosters new ISO14001 and existing ISO9001 accreditation

2009
The Carbon Trust
Independently measured our carbon footprint reductions to award us their standard

2008
Certified Safety Culture
Fosters commitment to safe working practices for its employees and customers is independently accredited by SAFE

2011
Product Testing
RD&T independent test body ex Bristol University verified all Foster ultra low energy performance data for the new G2 range
BREEAM

BREEAM (Building Research Establishment Environmental Assessment Method) is the world’s foremost environmental assessment method and rating system for buildings.

BREEAM sets the standard for best practice in sustainable building design, construction and operation and has become one of the most comprehensive and widely recognised measures of a building’s environmental performance.

A BREEAM assessment uses recognised measures of performance, which are set against established benchmarks, to evaluate a building’s specification, design, construction and use. The measures used represent a broad range of categories and criteria from energy to ecology.

They include aspects related to energy and water use, the internal environment (health and well-being), pollution, transport, materials, waste, ecology and management processes.

Foster has a technical sales engineer trained to BREEAM standard who has been able to assist at early design stages of projects where refrigeration makes a significant contribution to the environmental impact of the building. For example; New Cross Hospital Central Processing Unit (CPU) pictured right, where Foster’s low energy equipment design contributed to BREEAM points for the overall buildings assessment.

“Refrigeration sustainably designed can make a significant contribution to a project’s BREEAM rating”

Andrew Galeckyj | Project Business Manager
A selection of our awards
## Summary of achievements and future plans

<table>
<thead>
<tr>
<th>Climate Change</th>
<th>On Going</th>
<th>Complete</th>
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<tbody>
<tr>
<td>Develop G2 range of ultra low energy cabinets</td>
<td>✔️</td>
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<tr>
<td>Expand range of low energy products</td>
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<tr>
<td>Green maintenance packages</td>
<td>✔️</td>
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<tr>
<td>Zero gas leak strategy on cabinet products</td>
<td>✔️</td>
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<tr>
<td>Growth in number of customers buying hydrocarbon products</td>
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<tr>
<td>Expand innovative testing programme to non core product</td>
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<td>✔️</td>
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<tr>
<td>Develop more thermally efficient cabinets</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Cyclopentane foam insulation to reduce waste &amp; save energy</td>
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<td>✔️</td>
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<tr>
<td>Temperature monitoring capability</td>
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<tr>
<td>Smart storage systems for coldrooms to reduce carbon footprint</td>
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<tr>
<td>Low carbon refrigeration systems for walk in products</td>
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<tr>
<td>Improve thermal efficiency of coldstore construction</td>
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<tr>
<td>Promote and offer our low energy expertise to distributor network</td>
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<td>✔️</td>
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<tr>
<td>Installation of low energy lighting in all factory plants</td>
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<tr>
<td>Change packaging to save energy</td>
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<tr>
<td>New low energy fibre optic laser cutting equipment</td>
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<tr>
<td>Generate nitrogen on site to reduce carbon emissions</td>
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<tr>
<td>Reduce pallet usage through manufacturing efficiencies</td>
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<tr>
<td>Develop new methods to reduce electric and gas consumption</td>
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<tr>
<td>Reduce carbon emissions by a further 2% each year</td>
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<tr>
<td>Reduce C0₂ emissions from fleet emissions by 25% of 2009 figures</td>
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<tr>
<td>Research and develop new low energy technologies for our manufacturing site</td>
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<tr>
<td>EUP Directive on energy standards and ensure compliance</td>
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<tr>
<td>Invest in new information technology to save energy</td>
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<tr>
<td>Source parts and materials from local sources wherever possible</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Maintain our Carbon Trust Standard</td>
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<tr>
<td>Maintain our ISO14001 Environmental Management Standard</td>
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</tbody>
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### Sustainability

<table>
<thead>
<tr>
<th>Product</th>
<th>On Going</th>
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<tbody>
<tr>
<td>Develop products that increase longevity and sustainability</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Manufacture products that can easily be recycled</td>
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<td>✔️</td>
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<tr>
<td>Maximise recycling of end of life products</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Recycle 100% of our wood waste</td>
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<td>✔️</td>
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<tr>
<td>Reduce chemical waste in all operations</td>
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<tr>
<td>Use reusable plastic containers on manufacturing line to eliminate packaging</td>
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<tr>
<td>Reduce paper usage</td>
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<tr>
<td>Invest in latest manufacturing equipment</td>
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<td>✔️</td>
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<tr>
<td>Ensure waste disposal is compliant with new European Waste Framework</td>
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<tr>
<td>Partner and encourage our suppliers in sustainable projects</td>
<td>✔️</td>
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<tr>
<td>Investigate the use of solar water heating</td>
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<td>✔️</td>
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<tr>
<td>Capture and use grey water on site</td>
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<td>✔️</td>
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<tr>
<td>Biodiversity project for plant perimeter land</td>
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<td>✔️</td>
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<tr>
<td>Develop BREEAM specifications for sustainable projects</td>
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</tbody>
</table>

### Social Responsibility

<table>
<thead>
<tr>
<th>General</th>
<th>On Going</th>
<th>Complete</th>
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<tbody>
<tr>
<td>Train and develop our staff in NVQs and other qualifications</td>
<td>✔️</td>
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<tr>
<td>Develop our membership of the Ethical Trading Initiative (ETI)</td>
<td>✔️</td>
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<tr>
<td>SEDEX auditing partnerships with customers and suppliers</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Support and work with local communities and charities</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>‘Green Weeks’ and environmental interaction with our stakeholders</td>
<td>✔️</td>
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<tr>
<td>Encourage staff to pioneer green projects within the business</td>
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<tr>
<td>Develop environmental champions throughout the business</td>
<td>✔️</td>
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<tr>
<td>Maintain and improve our strong Health, Safety and Welfare record</td>
<td>✔️</td>
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<tr>
<td>Follow and promote ITWs code of ethics</td>
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<td>✔️</td>
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<tr>
<td>Develop green papers to inform on sustainable issues</td>
<td>✔️</td>
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</tr>
</tbody>
</table>
Working today, protecting tomorrow steering group

Paul Veried, Vice President Refrigeration & Weigh Europe
Chris Playford, Market and Development Director
Steve Denton, HSE Manager
Andy Rasberry, Aftersales Manager
Ashley Sword, Sales Director
Dave Sullivan, Manufacturing Director
Steve Ennis, Procurement Manager
Laura Kirk, Head of Marketing
About this report

Foster refrigerator has always taken its environmental responsibilities seriously. This report details our progress so far on these important aspects of our business and our ambitions for the future. Its purpose is to inform our customers, employees, business partners, suppliers and the local community who may take an interest in our social, environmental and ethical performance.

Since 2008 Foster’s working today, protecting tomorrow steering group has focussed on the wide range of social, environmental and ethical issues which have an impact on our business either directly or indirectly. These issues are continually evolving and the steering group’s role is to plan and implement progressive initiatives to ensure the Foster business leads in developing sustainable business.

> Overview
Our two ISO standards ISO 9001 Quality Management Standard and ISO14001 Environmental Management Standard are audited by Lloyds Register Quality Assurance (LRQA) with 6 monthly surveillance visits and full reassessments every three years.

> Audience
A varied audience of stakeholders have an interest in Foster Refrigerator’s performance on social, ethical and environmental issues. Our audience includes our dealer network, key account customers, specifiers, food service consultants, independent owners, public bodies and organisations, suppliers, staff and shareholders. We’ve included content that contains specialist details for those looking for a more in-depth understanding and more general themes for those seeking broader information.

> Report Structure
We have marked out the main report under the headings of Climate Change, Sustainability, Social Responsibility and Independent Verification. In future reports we will provide a process update on the information under these headings and the objectives we have outlined in the Foster action plan.

> Data
The data and statements contained in this report range from 2009 to 2012. We have used the most recent data where available.

> Assurance
The content of this report has been provided and concluded by Foster Refrigerator’s working today protecting tomorrow steering group. All data such as energy, gas, water and delivery transport has been provided by suppliers and assessed by Foster.

All other data is provided in accordance with the requirements of ISO14001 and the Carbon Trust Standard. The steering groups assess the targets in this report as part of an on-going comprehensive review process and our commitment to improve our environmental performance ahead of the requirements of future legislation.