

How does your product/service provide a measurable social/environmental improvement over conventional alternatives in your sector?

90% of revenue from products that reduce plastic waste. 100% of products are sourced from suppliers with high ethical/sustainable standards and policies. Main suppliers to us are Suma, Infinity, Essential Trading and SESI (71% of products). We work with local, ethical suppliers wherever possible such as social enterprise SESI for cleaning products, Sustainable Wine Solutions for wines, a local beekeeper for honey and a soap producer based in Streatham (just a mile away). 96% of our produce is vegan. 21% of produce is organic. Wine is sourced in returnable, refillable bottles. Our customers pay a small bottle deposit. Bottles are returned to Sustainable Wine solutions for cleaning and refill at their East London depot. This process reduces the carbon footprint of each bottle by about 90%. We estimate that in eight years of operation we have saved well over one million plastic packets and over 60,000 plastic bottles. Provide plastic-free shopping to around 650 people in our local area and generally receive 130-170 customer orders each month. We run a Facebook community group with 562 members where we share ideas for waste reduction, organise lift shares for customers, enable customers to share excess produce from allotments or fruit trees to reduce waste.

Does your business address its direct climate impact?

Electricity use is minimal due to the monthly nature of our system. We are open for customer collections for around 15 hours a month and this is the only time electricity is required. No heating at all is required. We have no need to heat or light premises that are open 7 days a week regardless of whether customers are present. Electricity supply is from Octopus and only four LED light bulbs are needed for our collection space. Our unique model, using a monthly pre-order system, means that food waste is almost non-existent. We only order what is required by customers on a monthly basis. The only waste comes from small spillages or breakages. We have a very comprehensive waste management strategy that follows the waste management hierarchy. Packaging is reduced at all stages first by ordering from suppliers in the largest size possible. Closed loop suppliers are used for the all the liquid products (cleaning and personal care products, and wine). Most packaging we do receive is either reused within the business where possible, or reused in the local area eg. paper sacks given to customers for use for garden waste or plastic sacks given to local builders for building waste. Cardboard and flexible plastics, that cannot be reused, are recycled as a last resort and this is provided by trusted company, First Mile. Waste to landfill is less than a shoe box full per month. We supply a range of spare containers for customers to use if they have not brought enough of their own. These include jars, plastic containers and bottles donated by the customer community and collected from local shops. All items would otherwise go to waste. We supply a few paper bags if required but 90% of the time no new packaging is used at all.

Does your business address its indirect impact?

100% of goods are purchased from suppliers with very high ethical, sustainable standards such as Suma, Essential Trading, Infinity foods and SESI (Ethical Consumer Best Buy). We often refer to Ethical Consumer when looking to take on new products and brands. We work with smaller local producers for other items such as handmade soaps, honey and cleaning sponges.

Printing is avoided wherever possible but when needed we print on recycled or FSC approved paper with no plastic gloss. Our collection space has been fitted out with second hand materials wherever possible, including second hand kitchen worktops, secondhand kitchen units and drawers and repurposed wood. The business collects donations of jars, plastic containers and bottles for spare packaging rather than providing new packaging.

If applicable, do your products avoid common toxic materials/substances in your sector?

Yes. Cleaning products are sourced from SESI. Their products do not contain Chlorine Bleaches, Formaldehyde, Methylisothiazolinone (CMIT / MCI/MI), Optical Brightener, Parabens, Phosphates, Phthalates, Sulphites, Thiazolinones, Triclosan, SLS, ALS, ALES, or Quaternium. Shampoo, conditioner and body wash is sourced from Miniml who also provide products derived from 99.9% natural ingredients avoiding as much toxic substances as possible.

If applicable, how does your business address workers' rights in its supply chain?

Our main suppliers are Suma, Essential Trading, Infinity foods and SESI. 71% of our products are sourced via these companies who have very high standard policies addressing workers rights both for their own employees and for their ethical purchasing practices. 80% of our coffee is Fairtrade certified. Teas are supplied by Jenier Teas who source tea through the Ethical Tea Partnership.

If applicable, how does your business support its employees?

I am a sole trader, so N/A

Is your company or companies registered in a tax haven?

No – I/my company does not use tax havens

Do you produce or retail any animal-derived products? Or do your services include or impact upon animals in any capacity? If so, are they covered by any animal welfare certifications / policies?

We sell locally produced honey. The supplier is on the committee of the London Beekeepers Association and fully adheres to their sustainable beekeeping practices as detailed here: https://lbka.org.uk/downloads/lbka_sustainable-v1.0.pdf

Is there anything else that you'd like to add?

In addition to providing a low waste way for our customers to shop for ethically and sustainably

sourced goods, we also offer our customers access to a wide range of community events that also promote, highlight and educate on good environmental and ethical practices. For example we have run talks on climate change, sewing and mending workshops and have hosted a supper club with food made from Naked Larder produce and 'waste' fresh produce that would otherwise have gone to landfill. We have also run a Christmas market promoting produce and crafts from local producers. We also aim to campaign on plastic waste wherever possible and have recently petitioned and given a deputation to Lambeth Council asking them to take much faster and larger steps to reduce plastic waste within the Borough. We were awarded Plastic Free Champion Status by Surfers Against Sewage in August 2020. We have also given talks in local schools about plastic waste to raise awareness of the issue. Our mission is to provide low waste goods but also to spread the message to the wider community that action on plastic waste is urgently needed.