

CYGNET SUSTAINABILITY

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Cygnet Sustainability

Quick Summary

Cygnet operates multiple sites across Scotland, delivering café and catering services while actively reducing environmental impact and supporting local communities.

Key commitments and metrics:

- Food Waste Reduction: baseline 0% > 20% by 2030 > zero landfill by 2035
 - Carbon Emission Reduction: baseline 0% > 30% by 2030 > net zero by 2035
 - Renewable Energy Use: 20% now > 60% by 2030 > 90% by 2035
 - Local Supplier Sourcing: 50% now > 75% by 2030 > 90% by 2035
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1 | About Cygnet

Leading names in the visitor attraction café and catering industry.

Cygnet is proud to be recognised as one of Scotland's leading names in the café and catering industry. From the heart of Edinburgh to landmark destinations across the country, we bring people together through speciality coffee, fresh food, and welcoming spaces.

What began over twenty years ago as a family-run venture has grown into a trusted company with various locations across Scotland. Despite this growth, our hands-on approach and personal service remain at the core of everything we do, ensuring consistent five-star quality for every guest.

Sustainability and responsibility guide our decisions. We source fresh, local ingredients wherever possible, reduce our carbon footprint through smarter operations, and embrace practices that protect the environment while supporting Scottish communities.

Our people are our greatest asset. Many of our team have grown with Cygnet over the years, bringing passion, skill, and creativity to everything we do. We are committed to training, developing, and empowering our staff to deliver service that is both professional and heartfelt.

At Cygnet, we are more than a café and catering company — we are a trusted partner in creating memorable dining experiences that reflect Scotland's spirit of hospitality, innovation, and care for the future.

2 | Introduction & Commitment

Cygnet operates multiple sites across Scotland, delivering high-quality café and catering services with a strong focus on environmental responsibility, ethical practices, and community engagement.

We recognise our responsibility to minimise our environmental impact, contribute positively to society, and ensure that our operations support Scotland's transition towards a sustainable, low-carbon future.

This document sets out both current practices and future commitments, demonstrating Cygnet's leadership in sustainability to staff, contractors, suppliers, and clients.

3 | Objectives

Cygnet's sustainability objectives are to:

- Reduce carbon footprint through energy efficiency, careful logistics, and low-impact operations.
- Prioritise local, sustainable, and ethical sourcing to support Scottish producers and reduce food miles.
- Implement a structured waste management system to minimise food waste, maximise recycling, and reduce landfill contribution.
- Invest in employee development and community engagement to ensure positive social impact.
- Monitor progress through measurable KPIs and annual reporting.

4 | Legal & Regulatory Compliance

Cygnet complies with all relevant Scottish and UK legislation, including:

- Climate Change (Scotland) Act 2009 and associated net zero commitments.
- Waste (Scotland) Regulations 2012.
- Scottish Government Food Waste Reduction Action Plan.
- Employment law, equal opportunities legislation, and health & safety regulations.

Cygnet continually monitors regulatory updates to ensure ongoing compliance and proactive alignment with sustainability policies.

5 | Sustainable Sourcing

Cygnet is committed to sourcing ethically and sustainably:

- Local Scottish suppliers are prioritised to reduce food miles and support regional economies.
- Procurement targets include: Fairtrade products, Red Tractor-assured meat and poultry, MSC-certified seafood, and organic produce.
- Suppliers are assessed on environmental practices, packaging minimisation, and transparency.

Contractor Guidance:

All contractors and suppliers are expected to adhere to Cygnet's sustainability standards and provide proof of compliance where requested.

6 | Waste Management & Circular Practices

Cygnet is implementing formal waste reduction and recycling policies:

- Food Waste: Portion control, menu planning, donation of surplus food to charities, composting where possible.
- Recycling: Segregation into paper, plastics, glass, and organic streams.
- Packaging: Transition to biodegradable or recyclable materials.
- Single-use plastics: Minimise usage and encourage reusable alternatives.

Long-Term Goal:

Zero food waste to landfill by 2030.

7 | Energy & Carbon Reduction

- Source renewable energy wherever feasible.
- Invest in energy-efficient kitchen and café equipment.
- Reduce delivery emissions by consolidating orders and using local suppliers.
- Explore low-emission delivery vehicles.

Long-Term Ambition:

Net zero carbon emissions by 2035.

8 | **Community & Social Responsibility**

- Partner with local charities, schools, and community groups.
- Support food education initiatives and reduce food poverty.
- Provide staff training on sustainability and ethical operations.
- Promote fair pay, inclusivity, and staff wellbeing.

9 | Continuous Improvement & Reporting

- Annual sustainability reviews and KPI measurement (food waste reduction, carbon footprint, local sourcing percentages).
- Publication of annual Sustainability Statement for transparency.

10 | Future Goals & Targets

2025–2030:

- 100% biodegradable or recyclable packaging
- 20% reduction in food waste
- 75% of suppliers based in Scotland or UK

2030–2035:

- Zero food waste to landfill
- Net zero carbon emissions
- Pursue ISO 14001 or Green Key certification

11 | Governance & Accountabilitys

- Cygnet Management oversees implementation across all sites.
- Designated Sustainability Officer monitors progress and reports annually.
- Staff adherence to sustainability policies is mandatory, with training provided.

12 | Visualising Cygnet's Positive Impact

The following charts illustrate Cygnet's projected impact on sustainability goals over the next 5–10 years.

Figure 1: Projected sustainability impact by 2030.

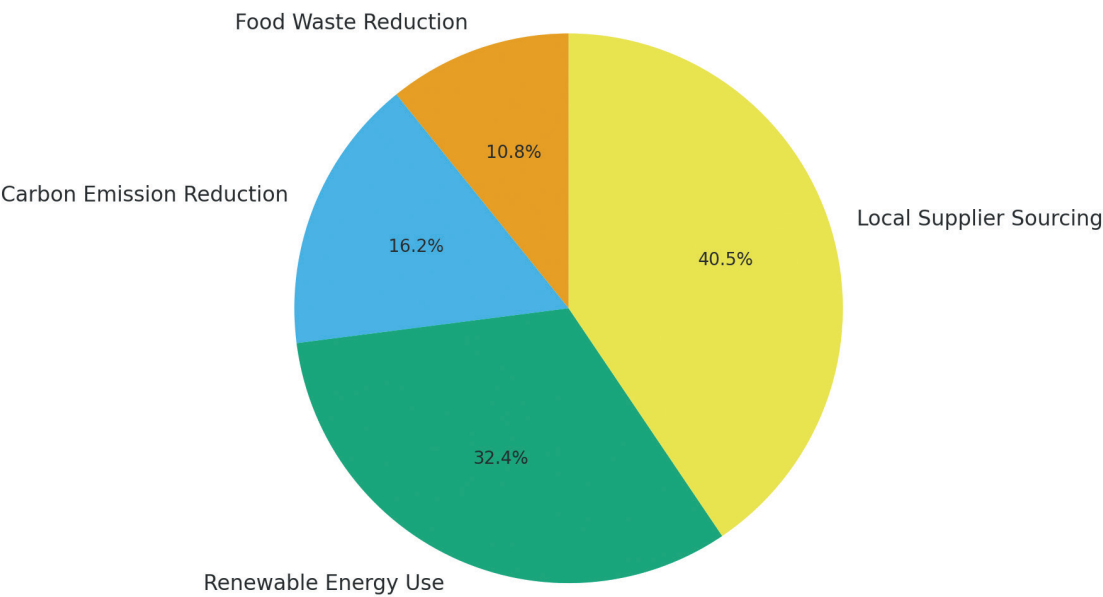


Figure 2: Projected sustainability impact by 2035.

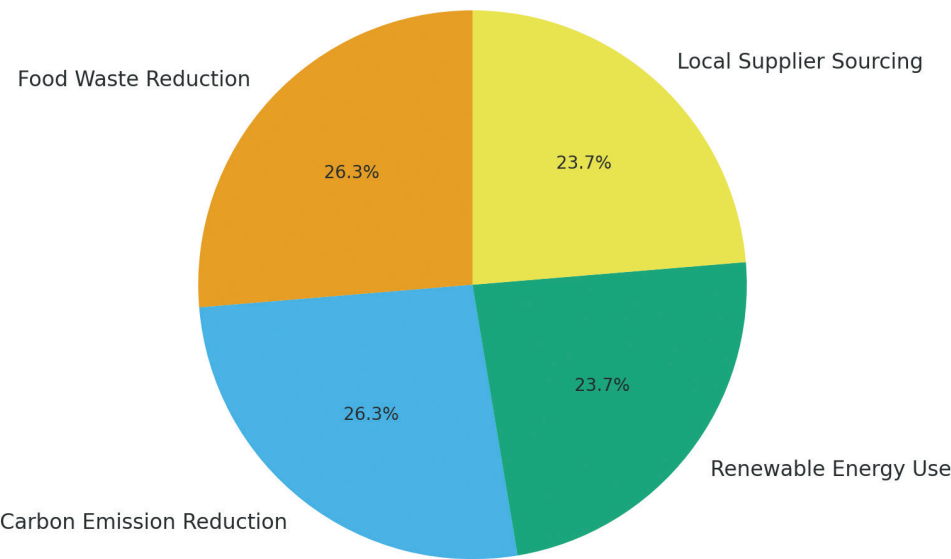
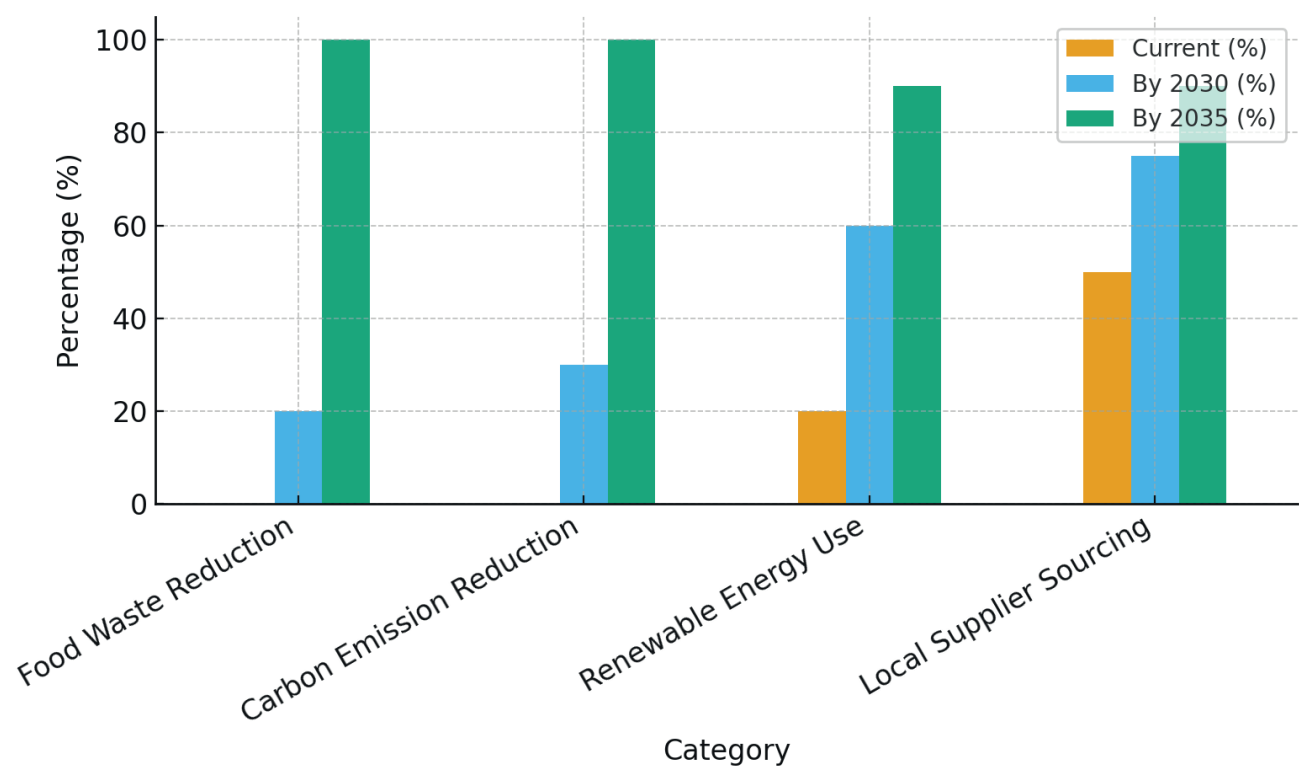


Figure 3: Progress trajectory from current baseline to 2035.



13 | Cygnet's Positive Impact Commitments

- Full alignment with Scottish and UK Government sustainability targets, including net zero commitments.
- Active reduction of food waste with the goal of achieving zero food waste to landfill by 2030.
- Supporting Scottish farmers, producers, and suppliers, ensuring the majority of sourcing is local and sustainable.
- Transitioning to renewable energy use across all sites with continued investment in efficiency.
- Reducing reliance on high-emission transport by consolidating deliveries and exploring low-emission alternatives.
- Improving community wellbeing by partnering with charities, supporting food education, and reducing food poverty.
- Providing continuous training for staff on sustainability awareness and operational practices.
- Publishing annual Sustainability Statements to maintain transparency and accountability.
- Pursuing future certifications (e.g., ISO 14001, Green Key) to demonstrate verified sustainability leadership.

13 | Appendix – Contractor & Supplier Guidance

- Contractors must provide evidence of sustainable practices.
- Preference given to local, low-carbon, and ethically sourced goods.
- Packaging minimisation and recycling compliance required.
- Contractors encouraged to adopt renewable energy and waste reduction practices.
- Employee Engagement & Training: onboarding and annual refresher sustainability training.
- Government references: Scotland's Climate Week, Zero Waste Scotland initiatives, Food Waste Reduction Action Plan.
- UN SDG Alignment: responsible consumption, climate action, decent work and economic growth.

Version 1.0 – 2025 (Reviewed annually. Next review due: 25th March 2026)