

**relæ**

manfreds

## **Relæ and Manfreds**

### **On Sustainability**



### Sustainability Goals

Our goal is to be as sustainable as possible. We aim to have sustainable practices in all areas, from the food and drinks we serve, to the resources we use and actions we employ. We strive to be able to reduce the impact of our operations on the environment, while still providing a high quality end product and a full service to our guests. We also believe in evolution and improvement, and will constantly be striving to extend the sustainability of our operations on a day-to-day basis.

As two restaurants, that employ over 35 staff and collectively serve, approximately 50,000 guests per year, we cannot deny that we have an environmental impact to some extent. However, our mission is to do our best to reduce it as much as we possibly can.

## Sustainability Assessment

In this section, we will assess the current status of sustainability of the two restaurants according to the 14 key focus areas laid out by the Sustainable Restaurant Association.

The key focus areas are divided into 3 main categories, which are, sourcing, environment and society.

### Sourcing

1. Environmentally positive farming
2. Local and seasonal
3. Sustainable fish
4. Ethical meat and dairy
5. Fair trade

### Environment

6. Water saving
7. Workplace resources
8. Supply chain
9. Waste management
10. Energy efficiency

### Social

11. Community engagement
12. Treating people fairly
13. Healthy eating
14. Responsible marketing

In addition to these key focus areas, we will present a number of other initiatives that we are currently employing.

## Sourcing

### Environmentally Positive Farming

We are at the forefront of supporting environmentally positive farming practices. We do this by sourcing our food products directly from organic, local, and small scale farms. Some of these farms include Kiselgården, Birkemosegård, Skyttes, Kysøko, Ventegodtgård, Møn Økologisk, Svanholm, Hindsholm Griseri, Mineslund, Gothenborg and Bisserup Fisk. These farms practice organic or biodynamic farming and are all certified organic.

We are certified organic at the highest level of 90-100% with a gold mark. This means that 90-100% of everything we buy and serve comes from farms that work in an environmentally positive manner, without the use of pesticides and other chemicals.

Our beverage program is included in our certification, meaning that, all of the wine, beer and non-alcoholic drinks come from vineyards, breweries and farms that practice environmentally positive farming. Our wines are certified organic, and from vineyards that farm organically and use little to no sulphur in their vinification process. Our beer is from a local brewery called Kølster, which is just 35 kilometers north of Copenhagen. The founder, Per Kølster, not only brews organic beer, but he also grows his own grains, makes his own malt and is the chairman of the Danish Organic Association. Our juice suppliers are all local and organic, including Kysøko and Bellingehus Frugtplantage, who have unsprayed and organically grown apple orchards. Kysøko is also a proactive participator in increasing biodiversity of local apples with the Danish Organic Association.

The salt we use is sustainably sourced sea salt from Iceland, from a company called Saltverk – one of the few entirely sustainable salt producers in the world. It comes from Reykjanes, which has some of the cleanest sea water imaginable, and they use the natural hot springs in the pre-heating, boiling and drying process. Geothermal

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energy is the sole energy source used, which means that they leave zero carbon footprints on the environment and no CO<sub>2</sub> and CH<sub>4</sub> emissions.

### Local and Seasonal

The majority of the products we use are from local farms, such as those mentioned above, with 'local', in this context, meaning, within Denmark. Almost 100% of our fruits and vegetables come from Denmark, with the exception of citrus fruit, which comes from Italy. All of our meat and fresh seafood are Danish and organic, with the exception of anchovies, which are from Italy. Sourcing local products helps the local farmers, reduces storage costs and energy and also minimizes the destructive effects of transportation.

We use fruits and vegetables that are in season, so we change our menu according to what is best and available at the time. We use fresh spring and summer vegetables in the season, and have a program of pickling and preserving during these months to stock up for winter use.

### Sustainable Fish

The fish we use most is cod. We get locally caught cod which we purchase straight from the fisherman at the harbor, just 20km north of the city. Atlantic cod has been certified as sustainable by the Marine Stewardship Council (MSC). MSC is a global organization working with fisheries, seafood companies, scientists, conservation groups and the public to promote the best environmental choice in seafood. The MSC fishery certification program and seafood eco-label recognizes and rewards sustainable fishing practices.

We also use organically farmed trout from Bisserup.

We use oysters from Glyngøre Shellfish in Limfjord, which has been certified by MSC as a sustainable fishery. They fish oysters 6 weeks of the year, and keep them in tanks run by solar power, with the idea that the “green energy” turns into “blue energy” because the pumps take water from the sea to run through the tanks. They work together with the nature to replicate the oysters environment, by using the sea water at its natural temperature. The polystyrene boxes which are used to package the oysters, are returned to Glyngøre, and from there taken to recycle as insulation for houses.

We use preserved anchovies from Conservas Lolin, who practice sustainable fishing techniques using traditional fishing methods, which are less harmful to the sea.

### Ethical Meat and Dairy

Our meat comes from local and certified organic farms. We also use whole animals primarily, sharing between the two restaurants and using all the parts we get, thereby reducing waste.

Our pork is from Hindsholm Griseri, on the island of Fyn. Poul, the farmer, let's his pigs live twice as long as other farmers allowing a slow, natural growth. The pigs feed on 100% organic grains and peas and also plants, roots and worms found in the ground, and they are never fed soy or other concentrates. The pigs live their entire lives outdoors with plenty of shelter. At Hindsholm, one sow will only mother one team of piglets per year, compared to the usual three. And the piglets are allowed to stay with their mother until they are naturally weaned so they become strong and healthy pigs.

Our lamb is from Harvervadgård, on the west coast of Jylland. The lambs roam the marshes and graze along the coast line eating wild vegetation on the marshes and mudflats that are salt, mineral and nutrient-rich.

Some of our beef comes from Birkemosegård, which is a biodynamic and organic farm approximately 80 km outside of Copenhagen. The cows are outdoors in small herds, getting fresh air, daily exercise and daylight in their barns. They are fed 100% organic vegetable products and are not treated with antibiotics, growth promoters or preservatives.

The rest of our beef comes from Mineslund, on the west coast of Sjælland. Here, the cows are on grass for half the year, and the winter feeding contains at least 60% roughage, ensuring natural living conditions. Before slaughter, the cow is not exposed to undue stress. It is taken to a small organic approved slaughterhouse approximately a 1 hour drive away where it is immediately checked by a vet then killed.

Some of our chicken comes from Sødåm, the very south of Jylland. Sødåm chicken will typically live between 75 and 120 days, compared to conventional battery chickens which will live for a maximum of 35 days. They are allowed to roam outside and they have bright and spacious barns with grass, straw and sea-shell floors, which helps strengthen their legs and wings. They have no more than 10 chickens per square meter, which is about half the number compared to conventional breeding. The chickens are raised on organically grown grasses, herbs and grains. Sødåm have their own slaughter house just 17 km away from the farm, and when the birds are ready to slaughter, they are retrieved at night while they are sleeping to reduce stress and are slaughtered immediately after arrival in the slaughter house.

We use organic, free range Danish ducks from Gothernborg and we use wild duck and other game meat from Klosterhedens Vildt. Klosterhedens Vildt follows a sustainable hunting practices set out by the Danish Hunter's Association, Danish Forest Association and the Twelve Male Section of Agriculture and Food. We only use Danish or Swedish game meat, therefore reducing transportation as well.

All of our eggs and dairy are Danish and certified organic. Our milk products come mostly from Naturmælk, which is a independent dairy cooperative that processes

organic milk through a very close cooperation of 31 organic dairy farmers. The organic cows spend a minimum of 150 days of the year outside eating fresh grass, getting exercise and fresh air. We get our eggs from a small farm called Store Elmue Gård. Our cow milk cheeses come from Arla Unika, and our sheep and goat cheeses come from Knuthenlund.

### Fair Trade

Our coffee supplier, The Coffee Collective, seek to employ Direct Trade in as much of their import as possible. Direct Trade means that the farmers are paid at least 25% more than the Fair Trade price. The Direct Trade ensures that surplus charges paid for premium quality reached the producers, and is followed up on every year with personal visits to the each producer. The coffee we are currently using is certified organic, and we are continually working together with the Coffee Collective to get high quality, sustainable and Direct Trade coffee beans.

We also work with a wholesale company called Solhjulet, who deal exclusively in organic and biodynamic products. Solhjulet is a large part of a development project in Uganda, where they are in cooperation with African Organic/Amfri Farms to not only pay a higher price to the organic farmers and workers in Uganda, but they also focus on the social benefits of the workers, such as a daily hot meal, the possibility of childcare and other initiatives. The cooperation is based on the development of healthy organic products and to support and develop the organic way of thinking and fair distribution of goods.

Our chocolate is from Oialla which is certified organic under the US National Organic Program, Ceres and the EU Commission. Oialla chocolate is made from only Beniano beans from the lowland jungles of Baures, Bolivia. The beans are all wild, so no cultivation, no fertilization, no herbicides and no cropping of trees. The cocoa beans are certified by Sumar Ltda that there is no child labor in the harvesting of cocoa and grants that the cocoa is sourced ethically. Sumar Ltda is a member of Bionativa Bolivia, a BioTrade organization which is under the Union for Ethical BioTrade. Sumar



Ltda promotes productive strategies and activities that support sustainable use of native biological resources and equitable sharing of economic benefits with local and indigenous communities.

Our sugar is from Otisa Sugar Mill which is both certified organic and fair trade.

## **Environment**

### **Water Saving**

We don't sell pre-packaged bottled water at our restaurants. We use a filter system and we recycle the restaurants wine bottles by using them to serve water in. This means we have no transportation costs, and no plastic waste and use of recycled bottles in the serving of drinking water in our restaurants. Also, when bottles of water return from the tables untouched, or partially consumed, we consolidate it and reuse it the next day for staff meetings and staff meal time so as not to waste the water.

In Manfreds we have a hand-wash sink which has a timer, and in both restaurants, we have dual flush toilets which uses less water than standard flush toilets.

All of our faucets are installed with aerated nozzles which disperses water, thereby expelling less water than traditional faucets.

### **Workplace Resources**

We use cleaning products that carry the Nordic Ecolabel. These products have been assessed and approved as sustainable cleaning products. The Nordic Ecolabel is the official Ecolabel of the Nordic countries established in 1989 by the Nordic Council of Ministers with the purpose of contributing to sustainable consumption.

The paper that we print our menus on and that we use in our kitchens, restaurants and office is all FSC-Certified. This is a certification from the Forest Stewardship Council, which is an organization that works to promote the practice of sustainable forestry worldwide. These paper products are sourced in an environmentally friendly, socially responsible and economically viable manner.

Our paper napkins for guests at Manfreds are FSC-Certified also, and at Relæ, we have reusable fabric napkins for guests which we get laundered through De Forende Dampvaskerier. This laundry service won the European Business Award for the Environment in 2012 and use only environmentally friendly cleaning products and systematically record and monitor their consumption to reduce their impact on the environment.

The toilet paper used in both restaurants is FSC-Certified and recycled.

We are also saving paper where possible. We always use the blank side of used paper for printing on, writing notes, drawing up menus and list writing. We also use a register system that can send receipts to customers by email, thereby saving paper. Our egenkontrol (self-monitoring system) is paperless. We have a system on the iPad where we record our daily cleaning checks. This saves a lot of paper, since there are several checklists that need to be filled out twice a day, everyday. We have a paper-less employee communication group on facebook, so we don't need to write up announcements on paper. We also request our suppliers to send invoices by email, and we do the same.

The pens we use at Relæ are made from organic materials.

The artwork at Relæ and Manfreds are from local artists who have small independent stores on the same street as Relæ and Manfreds. This means that the art has not travelled further than a few footsteps from where it was made.

The same goes for the ceramics at Relæ. Our plates are made at Oh La La just a few footsteps away from Relæ and Manfreds.

Our aprons are made by A-Ply Projects – a local business co-founded and run by our very own Creative Sous Chef at Relæ. They use a Swedish fabric producer which is approved by Bluesign – a system for sustainable textile production. Their fabric producer, F.O.V produces high-tech fabrics and the material used for our aprons are dirt and water repellent, which cuts down drastically on washing, so we can use less harsh detergents and less water. The leather on the aprons is made from cattle raised in Sweden and is vegetable tanned leather, which is better for the environment than other forms of leather tanning, like chrome tanning. The aprons are sewn in Denmark and the leather straps are also hand-crafted in Denmark.

Both the restaurants have recycled chairs in the dining room, and Manfreds has also got recycled tables. The tables at Relæ are made from a locally grown oak tree and the whole table construction project, by Københavns Møbelsnedkeri, was completed with zero waste, as they managed to use the entire tree in the project. The wood oil used for the tables is a locally produced eco-friendly oil.

### Supply Chain

We used to make all our naturally leavened sourdough bread on site, using only organic local flour, but have since opened a bakery, Mirabelle, under 2 kilometers away. We pick up bread for Manfreds and Relæ, by bike.

We also purchase most of our wine from Vinikultur, whose storage facilities are less than 1 kilometer away from Relæ and Manfreds.

### Waste Management

Our restaurants recycle all our cardboard, plastic and glass. We also return boxes and bottles to our suppliers where they can re-use them.

For our organic waste, we work together with a local community center called Offside. The project Offside is a psychiatric social activity center based around a café in our neighborhood of Nørrebro, just a 5-minute bike ride from our restaurants, and an organic nursery in Vadsby, approximately a 30 minute drive from Copenhagen. The nursery produces a variety of vegetables and fruits which are sold in the café, as well as in our restaurants, Manfreds and Relæ. We provide all our organic waste to Offside, who has their community members pick it up and compost it at the nursery. The project Offside is based on a concept called 'Fra jord til bord' which translates to 'From farm to table', where people from the mentally disabled community are involved in activities in the café and the nursery with the idea of providing them a network of support and initiating personal development. We are so happy to have a great relationship with the Social Gardener of the project, Lars Jacobsen, who supplies us with extremely fresh and unique, organic fruits and vegetables, grown in the Offside nursery.

### Energy Efficiency

We have chosen to work with hydroelectric power. Hydropower is a renewable energy source that does not emit carbon dioxide, sulfur dioxide or nitrogen dioxide in its production and the water used is sent back into the river when it leaves the turbine in the plant. Reducing CO2 emissions is necessary to promote biodiversity and address the global climate change.

Our electricity is supplied by E.ON which is clean energy generated by hydropower from rivers in Sweden.

The company E.ON also has other initiatives that promote sustainability including the construction of 'fish ladders' that lead fish around their power plants. This means that fish have been given access to more spawning and nursery areas. They are also working together with the University of Karlstad aiming to develop a

solution to keep eels and other endangered fish from being hurt in the hydroelectric turbines.

Within our restaurants, we use a variety of lighting options that save on electricity consumption. We have LED light fixtures, as well as sensor lights, so we are not using energy where and when we don't need to.

In our Manfreds kitchen, we use only induction stove tops, which use only a fraction of the energy compared to a traditional stove top. The speed of heating is faster, and the energy used is relatively low which means electricity consumption is reduced. Having induction also generates less heat so less energy is used in ventilation.



## Society

### Community Engagement

See above, regarding Project Offside.

We are involved in developing recipes for EAT Copenhagen – an Municipal association responsible for making healthy, organic meals for school children in Copenhagen.

We also annually participate in a local event for children called, Smagen's Time where we cook a 3 course meal, of our local, organic and seasonal ingredients for a group of children. All the ticket sales go towards a Meyers project, fighting poverty in Bolivia.

We donate to various local charities and causes including WeFood, a pilot project, where a non-profit shop will collect food from certain supermarkets and other food businesses that would normally get destroyed and sell it in hopes of reducing food waste.

### Treating People Fairly

We consider 'treating people fairly' in two ways - one where we, as a business, treat our customers in a fair manner, and secondly, one where we, as a workplace, treat our employees in a fair manner.

Firstly, we treat our customers fairly by offering a fair price, offering vegetarian options, catering for dietary requirements, if needed, and by implementing a customer feedback system.

At the time Relæ opened, it was the only restaurant offering a gourmet menu for 325DKK, making it extremely affordable. Currently, a 4-course menu, including

filtered water, snack, sourdough bread and olive oil costs 450DKK. This price makes Relæ the cheapest One Michelin-Star restaurant in Denmark. Considering that we are the only one of these restaurants that holds an organic certification, it only highlights how accessible we are in compared to other restaurants considered in our category.

Manfreds offers a 7 course family-style menu, for 250DKK per person and has been nominated 3 years in a row for being the Copenhagen's best and cheapest eatery in the online poll called Byens Bedste run by local e-Magazine, AOK. For restaurants that offer organic, healthy food, the price is reasonably low, making dining more accessible.

Both restaurants also cater for vegetarians with a fully vegetarian menu available, and for dietary requirements, as stated on our websites and menus.

Through our dinner booking system, we have a way where customers can provide written responses about their dining experience and we can respond to any compliments, suggestions or complaints that diners might have. We think that this provides a fair way for our customers to communicate satisfaction or dissatisfaction and for us to constantly improve our service.

In regards to treating people fairly within the company, employees have formal written contracts that includes annual holiday rights and pay according to legislation, sick pay according to legislation and a procedure set out for employee grievances.

Training is also offered to employees. We have a wine knowledge course consisting of 9 different 1.5 hours classes, which include written course information and a practical tasting. And all the information is available on a staff database, for access any time from home. We also hold weekly tastings from the head of our wine import, Vinikultur, where staff are invited to taste different wines from different producers each week to learn about them. Private Danish language classes are

provided, tailored specifically to the restaurant business. First Aid training and hygiene certification is also available to staff.

We also take part in the Danish apprenticeship scheme for students who are studying towards their certificate of vocational aptitude, and learning to become a qualified chef. This requires one qualified chef per 2 students for proper guidance and supervision. We employ the student on a full time basis, paying them during their entire 4-year apprenticeship, and allowing 10 weeks per year to attend school for theoretical training.

Every year, we organize trips to visit our local suppliers because we believe that it, not only, brings the team closer together, but also brings us closer to the heart of what we are doing at Relæ and Manfreds. Being able to show the staff where the food comes from, and to meet the lovely farmers who work harmoniously with the earth, is really inspirational for many people. We try to do at least two or three trips per year.

We hold at least one staff appreciation party per year. We make this a big event and make sure that every staff member is able to participate. The party is financed from the company, and not from the tips or salaries of employees. Also, staff members are given Christmas gifts from the company.

### Healthy Eating

From the customer perspective, we provide only healthy options. The menus that we serve are all organic and are mostly vegetables. Our menus are based on seasonal vegetables and include a small portion of meat and/or seafood. We rarely serve deep-fried items and we use no processed ingredients. Almost everything that we serve is made in-house, so we know all the ingredients, and we do not use commercial additives such as MSG or chemical preservatives.



For our employees, coffee, lunch and dinner are provided, as well as staff drinks. All the food we provide to staff is of the same quality as what we provide to our guests. That is, healthy and organic food, with a focus on vegetables and all prepared in-house. The staff meals also cater for dietary requirements. At least one time per week we have a fully vegetarian meal, promoting our vegetable focused philosophy. And at least one time per week, we provide dessert and wine for staff. Since everything we use is organic, it does help to influence the staffs' personal decisions to buy and cook organic and local, which is a positive effect for the staff members personal health.

To promote staff members to stay healthy and fit, we also have a company football team where staff members are encouraged to participate. Games occur once per week in the season.

#### Responsible Marketing

At Relæ and Manfreds, we pride ourselves on the quality of our products and the honesty of our service. We stand by all of our marketing communication as consistent and truthful.

## Appendix 1

### Links to our Suppliers

#### Vegetables and Fruit

- Kiselgården – <http://www.kiselgaarden.dk>
- Birkemosegård – <http://www.birkemosegaard.dk>
- Skyttes – <http://www.skyttes.com>
- Ventegodtgård – <http://www.ventegodtgaard.dk>
- Kysøko – <http://www.kysoko.dk>
- Svanholm – <http://www.svanholm.dk>
- Møn Økologisk – <http://www.moneko.meonia.dk>
- A&C Grøntorvets Catering – <http://www.aogc.dk>
- Solhjulet – <http://www.solhjulet.dk>

#### Dry Goods

- Solhjulet – <http://www.solhjulet.dk>
- Saltverk – <http://www.saltverk.com>
- Mill and Mortar – <http://www.millmortar.com>

#### Meat and Poultry

- Hindsholm Griseri – <http://www.hindsholmgrisen.dk>
- Harvervadgård – <https://www.harvervadgaard.dk>
- Birkemosegård – <http://www.birkemosegaard.dk>
- Mineslund – <http://www.mineslund.dk>
- Sødam – <http://www.soedam.dk>
- Gothenborg – <http://www.gothenborg.dk>

#### Danish Game

- Klosterhedens Vildt - <http://www.klosterhedens-vildt.dk>

### Fish and Seafood

- Bisserup Fisk – <http://www.bisserupfisk.dk>
- Villerslev Skaldyr - <http://www.villerslev-skaldyr.dk>
- Havfrisk Fisk - <http://www.havfriskfisk.dk>
- Glyngøre Shellfish – <http://www.danishshellfish.com>

### Dairy and Eggs

- HKI Ost – <http://www.hkiost.dk>
- Arla Unika – <http://www.unika.arla.dk>
- Knuthenlund – <http://www.knuthenlund.dk>

### Beverages

- Naturfrisk - <http://www.naturfrisk.dk>
- Bellingehus Frugtplantage - [http://www.okologi-kongres.dk/pdf/sammendrag/D6-Verner\\_Andersen-Mangfoldighed.pdf](http://www.okologi-kongres.dk/pdf/sammendrag/D6-Verner_Andersen-Mangfoldighed.pdf)
- Kølster - <http://www.koelster.dk>
- Vinikultur – <http://www.vinikultur.dk>

### Organic Community Composting

- Offside - <http://offside.hjemlos.dk>

### Cleaning Products

- Sæbecompagniet – <http://www.saebecompagniet.dk>

### Laundry Service

- De Forende Dampvaskerier – <http://www.dfd.dk>

### Furniture Makers

- Københavns Møbelsnedkeri - <http://www.kbhsnedkeri.dk>