

The Hive Café Manual

Section One

Welcome to The Hive! We are the home of the Growhampton project, Roehampton Students Union's food sustainability project. As a social enterprise we are just as focused on the social and environmental impact of the project as we are about the financial bottom line, and this is behind every decision we make as a business.

A brief history

The Growhampton project was set up in 2013 after a successful bid for funding by the Students Union from the NUS Green Fund to create a sustainability project on campus. Soon after, the growing spaces and poly tunnel began popping up. The Hive was opened in 2014 as the home of Growhampton, and as a focal point for food sustainability issues on campus. We received such a warm reception on campus that the decision was soon made to Crowd fund in order to increase the space from the original 2 shipping containers to the 3 we have today to provide more space for customers and create a kitchen. We were humbled to receive over £20,000 in donations from our customers. At the end of 2014 we were also honoured to receive a national award, The Soil Association Organic Eating Out Award, voted by members of the public. As the project evolved, it grew to include outreach around food and environmental sustainability with local schools.

Living our values

Our coffee is triple certified- Organic, Rainforest Alliance and Fairtrade. Our milk is from The Estate Dairy, a small operation with high standards of animal welfare and a commitment to pasture raising their animals in small herds. We do not charge more for oat milk as we want to encourage more sustainable choices- we do charge for take-away cups for the same reason. Our hot food is made daily from scratch and is plant based as we feel this is the most socially and environmentally responsible choice. Whether you consider yourself a vegan, vegetarian, flexitarian, meat eater, pescatarian we think that everyone can benefit from eating more veggies!

One of The Hive's longest and most important relationships is with The Feel Good Bakery, another Roehampton based social enterprise which creates job opportunities for local youth looking to turn their lives around. In addition, it also runs a 'One For One' program where for each sandwich we sell a hot meal is provided for a hungry child.

As a sustainability project, we have a strong focus on minimising our environmental impact and aiming to produce zero waste. We do our best to reduce the amount of plastic and single use products in our supply stream. Our milk comes in glass bottles which are returned to the dairy for reuse and all our takeaway products are plant based and compostable.

Sustainability

As a sustainability project, we have a strong focus on minimising our environmental impact and the waste we generate.

Food

First and foremost, with our food. Food is extremely high up on our list of priorities at The Hive. We maintain a close relationship with the Growhampton team; Project Manager and Edible Campus Co-ordinator. We are aware of what is growing seasonally on campus and liaise with the Growhampton team to ensure we are using

as much campus-grown produce as possible. This means we use fresh, seasonal and zero miles produce within our hot Daily Special where we can as well as selling the produce within the café. When we can't use campus-grown, we aim to use fruit and veg suppliers who match our ethos in relation to food sustainability. In the past we used a small farm in Kent called Chegworth Valley however, this will soon change over to Golden Fruit within New Covent Garden. In general, we try to pick food suppliers who not only supply businesses, but also focus on social/environmental change and development and want to better the world we live in. For example, Suma Wholefoods a worker cooperative and the UK's largest independent wholefood distributor specialising in vegetarian, fairly traded, organic, ethical and natural products. We buy all our bulk store cupboard items through Suma- buying in bulk is more environmentally friendly and cost effective.

Waste Management

Food Waste

Our Kitchen Manager and Sustainability Project Coordinator is a bit of a food waste ninja! Therefore, at The Hive we create very little food waste and when we do it usually comes from the customers. We only buy what we need for the next week to ensure nothing will be wasted, all veg scraps go to our wonderful chickens, we try to give away used coffee grounds to whoever wants them, food leftover at the end of the day gets given to our staff, customers or into the community fridge within the base. When there is food waste we place it in our commercial food waste bin which you can find outside the back door in the green sack-this is disposed of daily and separately to the black bag waste. The food waste, general waste and recycling bins can be found through the gates to the right of The Hive and is collected and disposed of externally. If you have any questions about waste management please don't hesitate to ask a member of staff.

Recycling

We believe recycling is very important! However, before throwing something away we try to repurpose or upcycle it for example, we use washed and sterilised jars as our water glasses and tin cans for our cutlery pots. Our dairy milk bottles are collected to be re-used by the Estate Dairy, so we wash them, replace the lids and put them outside the café in the blue crates to be collected instead of putting them in the recycling bin. We take the time and effort to wash, flatten and replace the lids on all our Tetra Pak packaging (Plantbased milk cartons) before recycling. Likewise, we wash and drain all our aluminium tin cans and jars before placing them in the recycling. We have a customer recycling bin which is managed vigilantly to ensure everything that is able to be recycled is recycled. Once the café is closed the bin is brought behind the counter, items rinsed and then recycled. Recycling can be a little confusing sometimes, so if you have any questions about it please don't hesitate to ask a member of staff. But when in doubt, don't throw it out.

Single Use

We really dislike waste so do everything we can to avoid it. We promote re-usable over single use, so love it when customers bring in their reusable cups and tupaware instead of using throw away items. We actually reward our customers for this with our 'Sustainability Card' by giving them a stamp for every time they avoid a single use cup. Likewise, we gift them a free drink when they buy a reusable through us and they avoid the extra charge for single use whenever they use it. The Growhampton/Hive team get their hot drinks free of charge under the condition of using a reusable cup/ cup for here because we practise what we preach. If single use items have to be used by customers you'll be happy to know that we use Plantbased/compostable items to be more environmentally friendly. We have also recently introduced a single use cup bin for our (only ours) single use cups which will be collected by Decent Packaging.

Plastic Free Shop

At The Hive we aim to be as plastic free as possible, however some plastic is unavoidable, sadly. In an effort to promote this to our customers, last year we started up a plastic free shop. We have a range of plastic free, natural, ethical and eco-friendly items on sale. For example, reusable cups (which are made from old single use coffee cups), store cupboard items such as Rice, Pasta, Oats, Lentils and Buckwheat as well as tinned and jarred good such as Chopped Tomatoes, Beans, Pulses, Pesto, Ketchup and Vegan Mayo. We also have a selection of eco-friendly alternatives to period care products, deodorant, tooth paste, toothbrushes, soap and so on. The aim is to make them as affordable as possible to increase the chances of customers choosing more sustainable options.

This is Our Jam

TIOJ is Growhampton's preserve making enterprise. The chutneys, jams, sauces, pickles, herbs and teas on sale in the café are created in the preserve making sessions run on campus. The initiative was recently taken over by Emily, our Kitchen Manager and Sustainability Project Coordinator. The aim of the sessions are to make use of surplus produce to reduce food waste as well as educating and inspiring students by getting involved in sustainable food practices, to grow their knowledge and passion around food sustainability at the same time as doing something fun and creative.

What hospitality means to us

Our philosophy is a simple one- we want to leave people feeling happier than they were before. That starts with you, our team, and creating an environment where you feel treated with dignity and respect, surrounded by a community of people that want to make each other's days better. From there we want to create that feeling for everyone that visits us.

We do our best to build a team of people with a high EQ, or emotional intelligence, demonstrating the following 5 skills:

- Warmth- The quality of simple human kindness.
- Empathy- the ability to sense what another person is feeling.
- Teamwork- an inclination towards "let's work together" rather than "I'll just do it all myself" or "I'll just let someone else do it"
- Conscientiousness – a propensity for keeping track of details and an ability and willingness to follow through to completion.
- Optimism- the ability to bounce back and not internalise challenges.

These are our core values and the benchmark for performance reviews and appraisals at The Hive.

The distinction between customer service and hospitality

The heart of hospitality is the ability to focus completely and totally on one person, even if it is for a matter of seconds yet long enough so you have got a clear connection. It's important to be genuine, put people at ease, take care of people and make people comfortable. Whether it's the Vice Chancellor of the University or a Fresher on their first day we welcome everyone in the spirit of an equal. The Hive is our space and we need to be great hosts. Be genuine and warm rather than acting in a servile "yes sir, no sir" manner!

Section Two

Health and Safety

Your safety and wellbeing is important to us so before you start work you need to have a good understanding of any workplace risks and hazards. Please take a moment to read our Risk Assessment :

Hazard / Risk	Who is at Risk?	Normal Control Measures	Additional Control Measures
		<i>(Brief description and/or reference to source of information).</i>	<i>(to take account of local/individual circumstances).</i>
Hot surfaces liquids /Steam	Staff, Customers	<ul style="list-style-type: none"> • Lifting lids off pans & kettles, moving hot pans, and water to be restricted to suitably trained "Foodies" only using appropriate safety wear • Adequate supervision and safe working procedures in place for use of hot water urn, espresso machine- staff aware of dangers • All staff trained in safe operation of Panini Grill • Position pan handles not to overhang the edge of the cooker • Ensure adequate space is available around the ovens at all times when handling hot items. • In case of emergency call Security 3333 	Improved labelling of hot surfaces 06/19
Burns, scalds			

<p>Sharp equipment / Cuts</p>	<p>Staff</p>	<ul style="list-style-type: none"> Controlled storage and use of knives. Relevant staff taught correct techniques for use of knives Knives are kept sharp as blunt knives can cause serious injuries. Wash separately do not leave in sink 	
<p>Slips and trips Injuries sustained</p>	<p>Staff, customers</p>	<ul style="list-style-type: none"> No obstacles in walkways and regular cleaning of floors Prompt maintenance of defects Spillages should be dealt with immediately. Wet floor sign displayed where appropriate Paper towels to be used on small areas of water-based contamination. 	<p>Mini ramp strips placed on lip between shipping containers.</p> <p>Dining Area Furniture checked for robustness,</p>
<p>Use of cooker (Electric)</p>	<p>Staff</p>	<ul style="list-style-type: none"> Electrical equipment is subject to regular 	

Electric shock
Fire, explosion

safety
inspection
and test
(PAT testing)

- Cooker permanently wired into a fixed spur.
- Ovens for food preparation not to be used for other purposes e.g. heating plastics.
- Fire blanket kept in the area and staff should know how to use it.
- Fire Extinguishers in designated spot- staff aware
- There should be no wall displays, pin boards etc in the close vicinity.
- In case of emergency call Security 3333

Electrical Hazards

Staff

Electric shock
Fire, explosion

- Electrical equipment is subject to regular PAT testing by university
- Staff made aware not to attempt to repair electrical equipment ie dishwasher, hot water urn, espresso machine, fridges and freezers. manager made aware of any defects to contact appropriate service professional

- In case of emergency call Security 3333

Food poisoning

Poor standards of hygiene

(Incorrect storage of food)

Staff, customers

Personal hygiene

- Staff taught the need for personal hygiene. Staff to wash hands before handling food and after visits to the toilet. Separate chopping boards and utensils should be used for raw and cooked foods.
- Ensure that warm water, soap and towels (disposable) are available. All foodies trained to at least Level 2 Food Safety
- Cuts etc. are covered with waterproof adhesive dressings. Managers trained to level 3 Food Safety
- Tie back long hair.
- Aprons hygienically maintained
- Nitrile gloves worn while handling food. No preparation of animal products on premises

Storage

No raw meat on premises

- Avoid the use of foods that require refrigeration if safe temperatures cannot be maintained
- Only small quantities of food should be stored, and correct stock rotation should be ensured.
- "Use by" and "best before" dates should be checked.
- Food stored in suitable containers. (covered / protected from contamination)

Food handling

- High risk / raw foods kept apart at all times
- Separate chopping boards and utensils used for raw and cooked foods.
- Equipment, including cutlery, should be stored in secure, clean conditions and used only for food preparation.

Cleaning

- Work surfaces cleaned with a multi-purpose cleaner and then disinfected prior to any food preparation.
- Where a classroom table has to be used for food preparation it should be covered with a clean plastic sheet
- Equipment, including cutlery, should be stored in secure, clean conditions and used only for food preparation.
- Adequate rubbish bins for waste food and they must be emptied daily.

Staff with food allergies Staff

Inadvertent contact

Staff not aware of co workers allergies

- Ask all incoming staff whether they have food allergies
- All staff/volunteers are made aware of staff who are sensitive to foods and food additives.
- Staff should be aware of ingredients/food

All staff trained at outset of employment on allergen risks and safe food handling

additives present in foodstuffs.

Customers with Allergies

Customers

Inadvertent contact

Allergic reaction

- All staff trained in safe handling and Hive specific protocols regarding allergens at outset of employment-(use of correct tongs for pastries etc)
- Ongoing food safety and allergen awareness training for staff
- Baristas are trained in correct use of jugs for steaming dairy oat and almond milk

Allergens are listed on daily menu board for hot food.

Pastry labels have reference for staff regarding allergen ingredients

Signage regarding allergens on display for customers

- Avoid use of allergens as ingredients in hot food

- In case of emergency call Security 3333

Contact with bleach and other cleaning and washing chemicals

Staff

Staff cleaning premises risk skin irritation or eye damage from direct contact with bleach and other cleaning products. Vapour may cause breathing problems

- Use of bleach is minimised to end of day use for sinks only
- Dishwasher used rather than handwash to avoid contact.
- All cleaning supplies clearly marked and staff trained in appropriate use.
- Sanitizer spray used throughout the day. Staff made aware of risks and wash hands on contact.

COSSH Hazardous Substances risk assessment completed for relevant substances and MSDS sheets obtained and available to view

Fire

Staff, customers

- Fire risk assessment

Fire warden training

Staff/customers could suffer serious injury from fire,/smoke inhalation		<p>completed by Health and Safety. Fire alarms, fire extinguishers and fire blanket provided.</p> <ul style="list-style-type: none"> In case of emergency call Security 3333 	
Workplace temperature	Staff	<ul style="list-style-type: none"> Back door open to provide breeze Staff encouraged to take rest breaks in cooler conditions and take regular drinks of water 	
Staff could suffer ill health if overheat in hot working conditions.			
Manual Handling	Staff	<ul style="list-style-type: none"> Ingredients bought in package sizes that are light enough for easy handling. Commonly used items and heavy stock stored on shelves at waist height Staff trained in how to lift safely 	
Staff could suffer injury or strain			
Storage room Risks	Staff	<ul style="list-style-type: none"> See manual handling above See slips and trips above 	Trolley provided to mitigate risk of carrying larger/heavier objects to the back storage room
Mobile Coffee Van	Staff and customers	<ul style="list-style-type: none"> Mobile Van not currently in use but a separate risk assessment to be completed if it were to return to use 	

Safety Data Sheets- COSSH

Some of the cleaning products we use fall under COSSH regulations. COSSH stands for Control Of Substances Hazardous to Health. Basically, it's the law that requires employers to control these substances. Please follow the links below to read the Safety Data Sheets for each of the products we use at The Hive.

[Jantex Kitchen Cleaner and Santiser](#)

[Jantex Dishwash Detergent](#)

[Jantex Lemon Floor Gel](#)

[Jantex Dishwasher Rinse Aid](#)

[Jantex Bleach](#)

Food Safety

We take food safety seriously at The Hive and all team members must complete the Food Standards Agency food allergy online training which can be found [HERE](#)

In the meantime, here are a few key points about food sensitivities and food allergies to give you a better understanding:

More and more people are avoiding foods for many different reasons.

Food businesses preparing food and selling it to the public may be [asked by their customers](#) about:

- [ingredients in foods that are on sale](#)
- possible contamination from other dishes or products during preparation and service

Examples of why people avoid foods

- They are allergic or intolerant to a particular ingredient or food
- They want to make healthier food choices
- For health reasons (for example they could have a medical condition such as diabetes, high cholesterol and/or high blood pressure)
- For religious reasons (for example they may want to observe dietary laws such as kosher, halal, Hindu or Sikh vegetarian)
- For moral or ethical reasons (for example they may prefer Fairtrade, organic, vegetarian or vegan)
- Personal choice or preference

Food sensitivities

Some people have a reproducible food sensitivity such as a food intolerance, food allergy or coeliac disease.

Coeliac disease

Coeliac disease is not an allergy. It is an auto-immune disease, which means that the body produces antibodies that attack its own tissues. For people with coeliac disease this attack is triggered by gluten, a protein found in wheat, rye and barley. Some people with coeliac disease also react to oats. Symptoms of coeliac disease can range from mild to severe and can include: bloating, diarrhoea, nausea, wind, tiredness, constipation, anaemia, mouth ulcers, headaches, weight loss, hair loss, skin problems, short stature, depression, infertility, recurrent miscarriages and joint/bone pain.

Some symptoms might be confused with irritable bowel syndrome (IBS) or wheat intolerance, while others might be related to stress or getting older. As a consequence, it can take some time before an accurate diagnosis is sought, or made. After diagnosis and starting a gluten-free diet these symptoms typically cease.

You can get more information at www.coeliac.org.uk

Food intolerance

- A food intolerance is more common than food allergy and could affect one in five people.
- It doesn't involve the same immune system mechanism as food allergy.
- There are consistent symptoms after eating particular foods.
- Symptoms typically include gastro-intestinal upset.

Lactose intolerance

- Lactose can be found in milk and other dairy products.
- Lactose intolerance is particularly common in people with Chinese and African-Caribbean backgrounds.

Food allergies

Some people need to avoid certain foods because they are allergic to them.

- Food allergies involve specific antibodies, mainly Immunoglobulin E (IgE), in the immune system. For each food, the body manufactures a specific antibody.
- Immunoglobulin E antibodies are designed to recognise and attack disease-causing substances such as pathogens and parasitic worms.
- Allergic (atopic) people have immune systems that are programmed to treat ordinary proteins from foods and other things as if they are a threat (for example cats, dogs, horses, insect stings, pollen etc.).
- IgE is a two-stage process. The first stage of IgE mediated food allergy is sensitisation when the body recognises a particular substance as harmful but no symptoms are experienced. The second stage is where symptoms occur.

Food allergy symptoms

Mild to moderate symptoms may include:

- a swollen throat or lips
- difficulty in swallowing or speaking
- coughing, wheezing and shortness of breath
- alterations in heart rate
- skin rash and/or itchy skin
- abdominal cramps, bloating, diarrhoea, nausea and vomiting
- sore, red and/or itchy eyes

- runny or blocked nose
- dry, itchy throat and tongue

If these develop, severe symptoms might involve:

- difficulties with breathing, including asthmatic symptoms
- a sudden feeling of weakness (a drop in blood pressure)
- a sense of impending doom
- collapse
- unconsciousness

If the symptoms are severe enough food allergy can be fatal.

Food Allergy Facts

Here are some key facts about food allergy:

- People suffering severe reactions need emergency expert help from a trained paramedic, usually with injectable adrenaline.
- In the UK, about ten people die every year from food-induced anaphylaxis.
- There are also about 1,500 asthma deaths, some of which might be triggered by food allergy.
- For those at greatest risk, the tiniest trace of food allergen can trigger severe symptoms and, in some cases, cause fatal or near-fatal [symptoms](#).
- Many of those who die or suffer 'near miss' reactions had no idea that they were at risk. Those who are aware of the risk can find the day-to-day unpredictability of living with food allergy risks stressful.
- Teenagers and young adults seem to be at particular risk of severe reactions.
- Many people with a food allergy also have asthma, which can make food reactions more severe if it's not controlled by regular medication.

Which foods can cause allergy?

- In Europe, food allergens are monitored and assessed by clinical and scientific experts through the European Food Safety Authority (EFSA). They advise on which foods need to be [labelled on pre-packed foods](#).
- Annex II of the EU Food Information for Consumers Regulation No.1169/2011 lists 14 food allergens that must always be labelled in pre-packed and non-prepacked foods.
- Foods that need to be labelled on pre-packed foods when used as ingredients are:
 - Cereals containing gluten, namely: wheat (such as spelt and Khorasan wheat), rye, barley, oats
 - Crustaceans for example prawns, crabs, lobster, crayfish
 - Eggs
 - Fish
 - Peanuts
 - Soybeans
 - Milk
 - Nuts; namely almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia (or Queensland) nuts
 - Celery (including celeriac)
 - Mustard
 - Sesame
 - Sulphur dioxide/sulphites, where added and at a level above 10mg/kg in the finished product. This can be used as a preservative in dried fruit

- Lupin which includes lupin seeds and flour and can be found in types of bread, pastries and pasta
- Molluscs like clams, mussels, whelks, oysters, snails and squid

Our allergy protocols

Cakes and pastries. Each pastry has a two-sided label which must be displayed at all times. The customer facing side lists the name of the cake and whether it is vegan or gluten free. The back lists any ingredients which are regarded as allergens. If a customer has a query about an ingredient which is not a commonly regarded as an allergen please confirm by consulting the full ingredients list which can be found on its original packaging or online. Ask a co-worker or manager to help you with this.

We have our own system for handling pastries in order to reduce the risk of cross contamination.

- Red Tongs. Labelled Gluten free these tongs are only for use with Gluten Free products
- Green Tongs. To be used for any Vegan product
- Yellow Tongs. These are for products which contain Dairy.

It is important to make customers aware that while the product they are asking about may not contain an allergen, it was produced in an environment which may contain that allergen.

Daily Special. The Lunch Hot Special and our soup offer change daily and all Allergens are listed on the menu board. Please familiarise yourself with this prior to the start of our lunch service. If a customer has a query about an ingredient not commonly classed as an allergen, please consult with the Food Manager or Foodie who prepared the food.

Section 3

Drinks Menu

Coffee

Our coffee is roasted by Matthew Algie, an Edinburgh based coffee roasting company. It is triple certified which means that it is certified by the following organisations.

- Fairtrade. The Fairtrade mark is a guarantee that farmers have been paid a price that's higher than the cost of production. It also guarantees an additional social premium for the growers. They need to spend the premium democratically, to develop the business or pay for community projects.
- Rainforest Alliance seal of approval means that coffee farmers look after the tropical forests where they live and work. This certifies that wildlife is protected, rivers are kept clean and natural resources conserved.
- Organic means that farmers don't use unnecessary chemicals and pesticides- good news for plant and animal life. It's also good news for farmers, organic certification means they command higher prices on top of Fairtrade premium.

The blend we use, Tiki, is sourced from various coffee cooperatives in Central and Latin America, East Africa and Asia to harness the fantastic range of flavour profiles available, and to manage seasonality, keeping our coffee as fresh as possible. But we still know where every bag of coffee comes from. In fact, Matthew Algie has developed strong, long-term relationships with our suppliers.

Examples of some producers with whom we have a close trading relationship, and whose coffee is used in the Tiki blend are detailed below.

Cooperativa Cafetalera Capucas Limitada (COCAFAL) in Honduras



Location	Copan/ Celaque in western Honduras
Most recent visit	March 2018. We also met at the Speciality Coffee Association of America's Expo in April 2018.
Length of relationship	17 years
Producer information	800 active farmer members
Arabica varieties	Typica, Catuai, Caturra and Bourbon
Grade	Honduras SHG
Q Grade	Typically between 80 and 82 points.
Certifications	We buy Fairtrade, organic and Rainforest Alliance certified coffee from COCAFAL

Altitude	1,300 - 1,800 metres
Harvest season	January – April
Processing	Fully washed on farm & centralised. Patio and drying tunnels.
Cupping note	Balanced citrus acidity, tropical fruit with medium body and smooth cup.

We asked Omar Rodriguez, General Manager of the Capucas cooperative, “How would you describe our trading relationship?”

“The relationship we have between Matthew Algie, Wakefield [our trading partner] and Capucas is a personal relationship, it’s a trust relationship, and it’s not only business. We’re very happy that we have you as a support here, and also there [in the UK] in helping to promote the Capucas community. We are growing together and that’s very important for us.”

Partnership with the Fundacion

We have an existing partnership with the Fundacion Amigos del Café (or “Friends of Coffee Foundation”) who work with a number of coffee cooperatives in Western Honduras.

Our partnership with the Foundation started in 2015 when we supported a project to build a new ICT and communications centre at Capucas. The centre is used for teaching school children and for distance learning for University students. You can read more about the project here

(<http://www.matthewalgie.com/blog/2016/08/honduras-2016/>). Since this time, we have made an annual donation to the Foundation.

Want to know more about the great work of COCAFAL?

Take a look at their website –

<http://www.mycapucascoffee.coop/index.php>

Or why not watch one of their promotional videos - https://www.youtube.com/watch?time_continue=29&v=bz0LJB6jZh0

San Juan del Oro in Peru



Location	Sandia Valley, Southern Peru
Most recent visit	July 2018
Length of relationship	10 years
Producer information	1,100 members
Arabica varieties	Bourbon, Typica, Caturra, Catuai and Catimor
Grade	Peru Grade 1
Q Grade	Typically between 80 and 82 points
Certifications	We buy Fairtrade, organic and Rainforest Alliance certified coffee from San Juan del Oro.
Altitude	1,400 - 2,100 metres
Harvest season	April - November
Fermentation	Fully washed, traditional mill.
Drying	Patio and drying tunnels.
Cupping note	Soft, balanced citrus acidity, with excellent medium body.
Improving farmer resilience	<p>We have been involved in two collaborative programmes with the San Juan del Oro cooperative in recent years.</p> <p>The first phase commenced in 2013 in partnership with one of our customers, a large UK retailer, the Fairtrade Foundation and our ethical trading partner, Twin. The project was inspired by meeting farmers whose yields had fallen by 70% due to “la roya” or coffee leaf rust; a disease which had flourished with the onset of milder winters and harder rains. The programme supported farmers to adapt to these impacts of climate change and in particular to become better stewards of water. The successes of the project led to the programme being formally recognised in the 2Degrees Awards in 2015 in the category “Water Management”. You can read more about the awards win on our blog here - http://www.matthewalgie.com/blog/2015/07/2degrees-award-win/</p> <p>Our more recent collaboration has involved a bigger group of supply chain stakeholders and more Peruvian coffee farmers. Whilst continuing to strengthen farmer’s climate change resilience, the project has a social aspect and is improving the way that the cooperative engages with women and young people in the community.</p>

Kilenso Mokonisa, part of the umbrella Oromia Coffee Farmers’ Cooperative Union, in Ethiopia



Location	Hagere Maryam, Borena region of Sidamo
Most recent meeting	At East African Fine Coffees Conference in February 2018
Length of relationship	15 years
Producer information	1,550 farmers
Arabica Varietal	Ethiopia heirloom
Grade	Sidamo Grade 2
Q Grade	Typically between 83 and 85
Certifications	We buy Fairtrade, organic and Rainforest Alliance certified coffee from the Kilenso Mokonisa cooperative.
Altitude	1,800 - 2,100 metres
Harvest season	October - January
Coffee processing	Washed – “Kenya” style mill. Natural – raised beds.
Cupping note	Sweet balanced acidity.
Developing High Quality Naturals	<p>“Natural” processing of coffee cherries is a traditional method which is estimated to significantly reduce the volume of water needed whilst also providing new and interesting flavours in the cup.</p> <p>We were part of a collaborative project with a UK customer and the Fairtrade Foundation, to assist farmers at the Kilenso Mokonisa cooperative with producing high quality, naturally processed coffee for export. The project was designed to conserve precious water resources and diversify farmer income.</p> <p>For more information on this project and the impact</p>

Fairtrade has had in Ethiopia – check out our blog, here
<http://www.matthewalgie.com/blog/2015/03/relationships-matter-fairtrade-coffee-in-ethiopia/>

Want to know more about the great work of Oromia?

Check out their website here:
<https://www.oromiacoffeeunion.org/>

Permata Gayo Cooperative in Sumatra in Indonesia



Location	Bener Meriah district, Aceh Province in Northern Sumatra
Most recent visit	November 2016
Length of relationship	8 years
Producer information	3,090 members
Arabica varietal	Ateng, Linie S, Bourbon and Catimor
Certifications	We buy Fairtrade, organic and Rainforest Alliance certified coffee from Permata Gayo.
Altitude	1000 – 1,600 metres
Harvest season	September – July
Coffee processing	Semi-washed/ pulped natural
Cupping note	Typically provides a heavy bodied cup, great for bringing structure to our blends with chocolate and spice notes.

Our Espresso based drinks

- Espresso- a small strong drink made using finely ground coffee under high water pressure. One size.
- Macchiato- this drink takes its name from the idea of 'marking' an espresso shot with some milk foam. if you pour a little milk into freshly made espresso it will disappear under the crema and you won't be able to spot it so a dollop of foam is added to mark which cup it is. One size.
- Piccolo- also known as the Spanish 'Cortado ' is a shot of espresso with equal parts steamed milk, traditionally served in a glass. One size.
- Flat White- like a small strong latte. A double espresso topped with hot milk to make a 7 oz drink. The milk has a little foam added to it but not too much. One size.
- Americano- this drink is a shot of espresso with hot water added to dilute it. available in either a Regular 8oz or Large 12oz cup
- Latte- a latte is espresso with steamed milk, and we make it in either a Regular or Large size
- Cappuccino – like a latte but foamier, a cappuccino is espresso mixed with steamed milk. A traditional cappuccino is espresso with equal parts milk and foam. Served in a regular or large cup.

Our Teas

Our black tea is a rich and full-bodied blend of quality black teas from Africa and India by Clipper Tea which is Fairtrade certified. We offer a selection of ethically sourced loose-leaf teas from Suki Tea:

- Green tea Sencha (Organic)- a traditional light and fresh green tea.
- Rooibos (organic)- naturally caffeine free, this herbal tea is from the South African Redbush with a natural sweetness and a nutty after taste
- Chamomile- 100% pure chamomile flower blossom. This herbal tea is excellent for calming and soothing the mind.
- Peppermint-whole peppermint leaves. Sharp, fresh, aromatic and cooling.
- Apple Loves Mint. This tea has apple and papaya sweetness, a subtle hint of rose blossom then mint finish.
- Earl Grey- a black tea blended with floral bergamot (a kind of citrus)