



Impact Report

2024

north  southwines





A word from the founder

When we wrote our first impact report in 2022 our main target was to become B Corp certified. I am so proud that we achieved this in April 2023, joining an inspiring community of like-minded businesses working together to be a force for good.

This achievement was made possible by the dedication and hard work of the whole team, and I am proud of each and every one of them. We couldn't have done it without the support of our fantastic winery partners and service providers. They all embraced the process and assisted us in every way we have asked.

We've had nearly a year to settle into our new status as a B Corp business, but we have by no means sat back. Working towards the targets outlined in our first impact report has kept us busy and we've adapted and added a few along the way. The journey is one of continual improvement and we have the energy, passion, and dedication to keep moving forward.

The certification process highlighted our existing strengths, and we were delighted to score highly in a number of areas. Crucially, it also showed us where we need to improve, and we have put a lot of thought and investment into our plans for the future.

One big recent change is our address. We're now based at Bicester Heritage in Oxfordshire and the move means we are part of a vibrant community on this repurposed airbase as well as B Local Oxfordshire, a thriving B Corp network which we have wasted no time in connecting with.

This year we have also re-evaluated how we implement and increase our social impact. Previously, we supported a variety of causes but now that we are putting roots down in Bicester, we will dedicate our efforts to making a meaningful impact to one cause. We are delighted to share that we have started a partnership with Restore – an incredible mental health charity that supports people across Oxfordshire. This year we have committed to support their vital work with £10,000 made up of fundraising and company donations.

We have also set up a Diversity, Equity, Justice, and Inclusion Committee (JEDI), which is represented by staff members from all areas of the business. They will meet regularly to discuss the issues our business and industry face and devise actionable plans for improvements.

Our overarching aim for 2024 is to fully calculate our Scope 1-3 so that we can create a reduction plan and set a Net Zero target for the business – it's quite a task so watch this space...

We achieved a lot in the run up to certification, and sometimes it is important to sit back and reflect on how far we have come. 2024 is already a special year for the business as it marks our 10-year anniversary. It is amazing to chart our growth over the past decade. We've gone from a small team of 4 representing a handful of producers to a thriving, energetic team of 27 with over 35 agencies. It's also gratifying that many of them have stayed with us since the beginning.

In those early years we kept our heads beneath the parapet, but we have certainly found our voice in the industry. We take our role and responsibility very seriously and make sure we are involved in the important discussions that affect our trade. It's been a fantastic journey, and I am very proud and delighted to have this support and following.

We were founded on doing business differently, and over the 10 years we have lived up to that expectation. We were one of the first to develop a 0% sparkling wine brand, we have always championed women in the workplace and had an industry leading balance of females in management roles. From the outset we focused on building a supply base with organic/biodynamic/regenerative/family-run/purpose-led ethos at their centre. We don't shy away from having open, transparent, and honest relationships with our customers that have developed and thrived over the last 10 years. Now, we are celebrating our 10th birthday as the first UK wine distributor with B Corp certification - what more could a girl ask for?

Kim

Gathering momentum

Every year we set objectives for increasing our positive impact and embedding the B Corp principles into our day-to-day.

In 2024 our sights are set on:

Calculating our Scope 1-3 (more on this later)

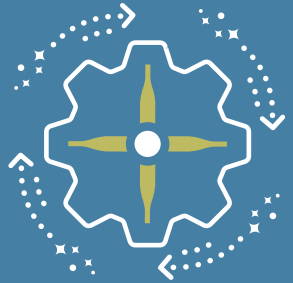
Setting out reduction plan with the ultimate goal of Net Zero in mind





Mission

To champion better business in wine distribution by providing excellent customer service, investing in workplace wellbeing, reducing our impact on the environment, and nurturing strong partner relationships.



Vision

To discover, deliver, and distribute great value and quality wines that UK consumers will love in a way that upholds the commitments we've made to our partners, employees, and our planet.



Culture

A collaborative, tenacious team spirit drives us forward to establish and exceed the expectations of our partners, customers, and employees. We encourage personal and collective growth to equip our team with the courage to push boundaries.



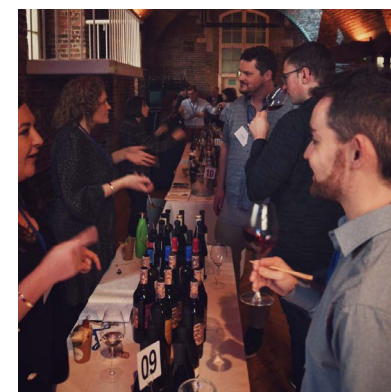
What we do

We source, import, and distribute wines from progressive, sustainable and, more often than not, family-owned producers based all over the world.

Our approach combines innovation, industry knowledge, and leadership. We are early adopters with a keen eye for new trends in the market and want to be at the forefront, driving the conversation. We are committed to a multi-channel approach that gives us the ability to adapt and act decisively in all areas of the trade.

We have positioned ourselves as sustainability experts and use our knowledge and experience from our B Corp journey to drive industry-wide initiatives and help overcome issues that we face in the wine trade.

Over the last 10 years we have nurtured longstanding relationships with our suppliers, service providers, and customers based on collaboration, transparency, and honesty. We pride ourselves on the service we offer and are always willing to go the extra mile to support our customers.





The idea for North South Wines started around a kitchen table 10 years ago. We have grown from nothing to a **£30m turnover** business in that time and now sell around **16 million bottles of wine a year.**

Starting with just 4 people, we now have a talented, multifaceted team of 27.

From the outset, our business model has always involved winery partners. We are proud to work with 3 dynamic family wineries that are fully invested in the future of North South Wines.

This foundation puts us in an amazing position to represent our producers. We have over 30 wine agencies, from all corners of the globe, with a number of key exclusive brand players.

2022 - 2023

The year in numbers

16,183,249
BOTTLES SOLD IN 2023

111 HOURS
DONATED TO VOLUNTEERING

1 OFFICE MOVE

ADDED 4
NEW WINERY
PARTNERS

3 NEW STAFF MEMBERS 
80+ CUSTOMER TASTINGS 



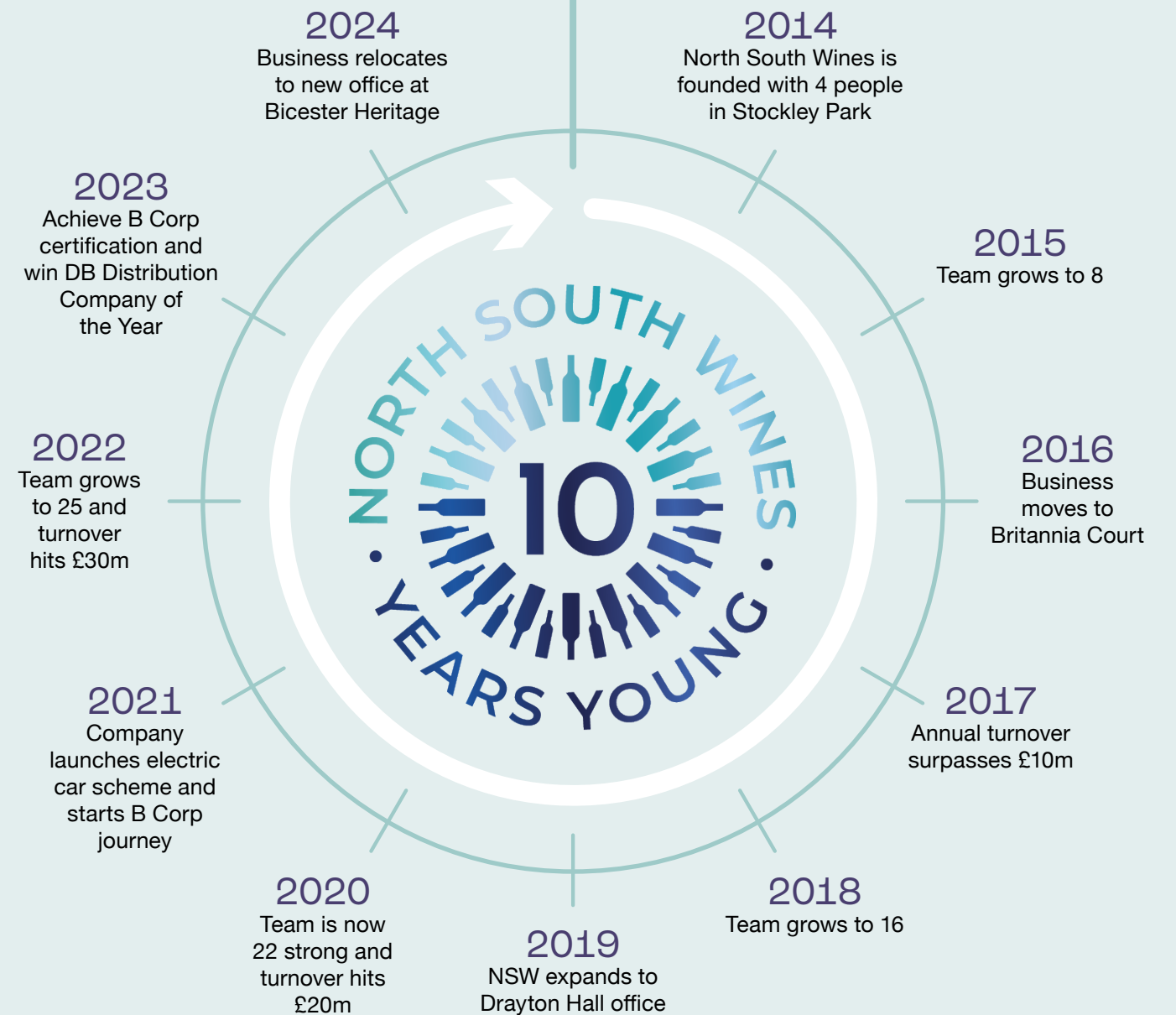
DRINKS RETAILING AWARD
DISTRIBUTION COMPANY
OF THE YEAR

Certified
B
Corporation
ACHIEVED
B CORP
CERTIFICATION



BRGS **AA**
Agents and Brokers
CERTIFICATED CERTIFIED

North South Wines Timeline





Journey to B Corp

North South Wines was founded in 2014 with a mission to do business better in wine distribution.

This ambition applied to all areas of the business; developing customer relationships based on transparency and support; creating a dynamic and enjoyable workplace that enables

Certified



staff development and encourages women in leadership; and sourcing products that champion organic and biodynamic practices. Although sustainability wasn't explicitly talked about in the early days, it was ingrained in the foundations of the business.

Kim, our founder and MD, is singularly focused on continual positive evolution at NSW. A chance conversation led her to discover B Corp and she could see it provided the structure for continual improvement we were looking for. The five-pillar framework and focus on accountability and transparency helped us to break down the vast subject of sustainability.

We started working towards B Corp in 2021 and with support from B Leaders we set about creating an action plan using the B Impact assessment. 2 years later we achieved certification, scoring 88.5 points. We were delighted to reach the 80-points required and be recognised for our high standards in social and environmental impact, but this was the first hurdle, and the process shone a light on areas where we can improve. When we recertify in 2026, we are aiming for over 100 points!

We are one of the few B Corp wine distributors globally, and our certification has helped to highlight the benefits of the B Corp movement to our competitors, our suppliers, and our customers in the UK. We are now assisting a number of our wine suppliers on their journey towards B Corp certification and we are raising awareness of the benefits of B Corp within the industry. We are proud advocates for B Corp and believe it can be a force for good in the wine industry.

The Five Pillars



Governance



Customers



Workers



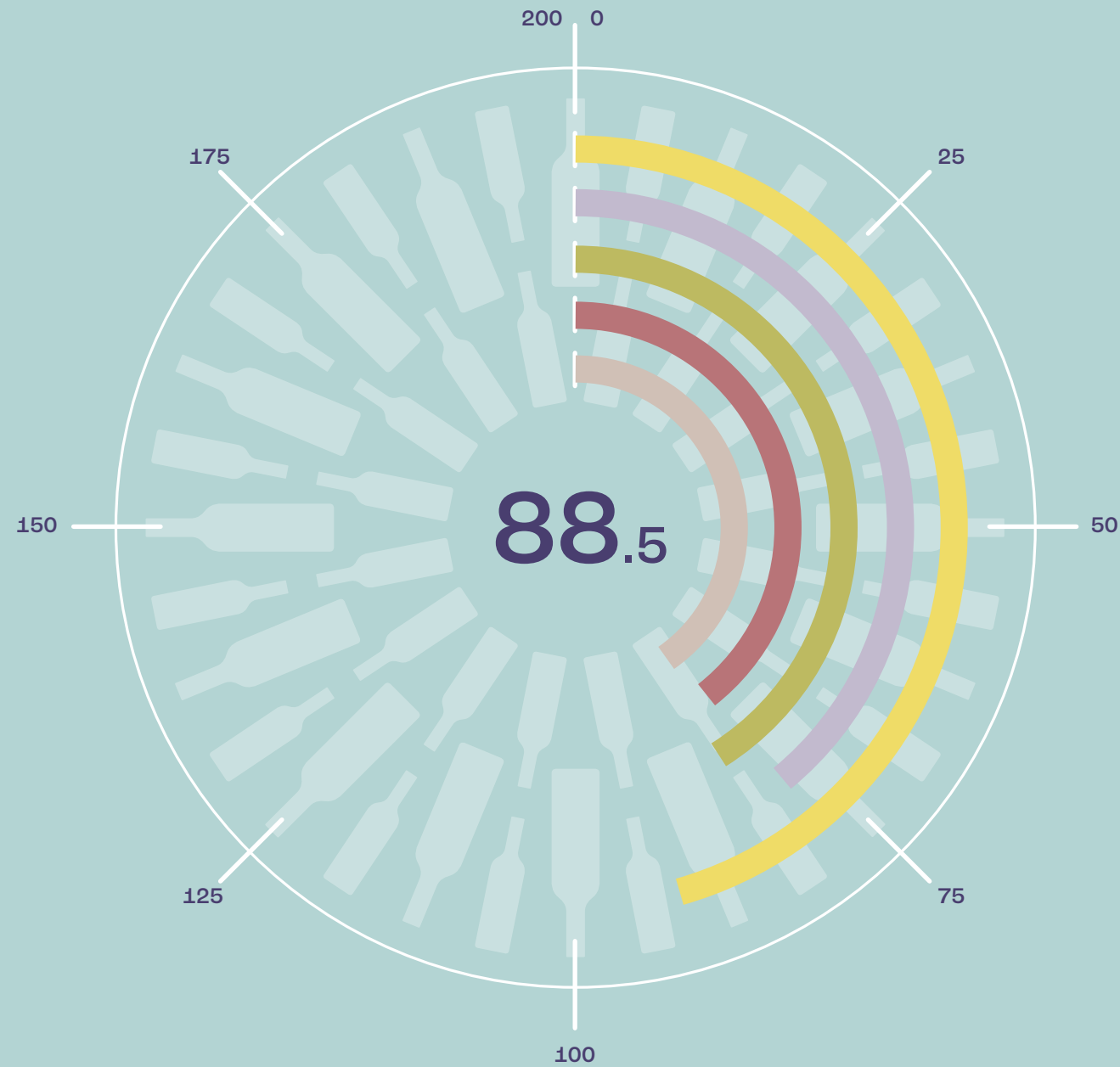
Community



Environmental

Our B Corp Score

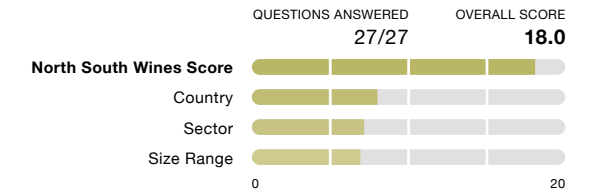
For Fiscal Year End Date: **31 Mar 2022**



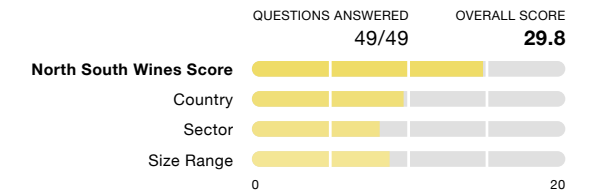
- NORTH SOUTH WINES
- B CORPORATION CERTIFICATION QUALIFICATION
- COUNTRY
- SECTOR
- SIZE RANGE



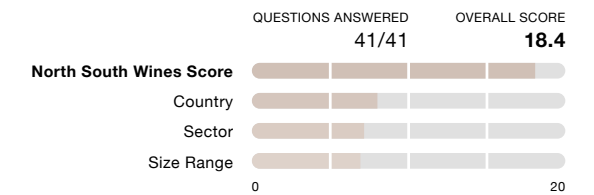
Governance



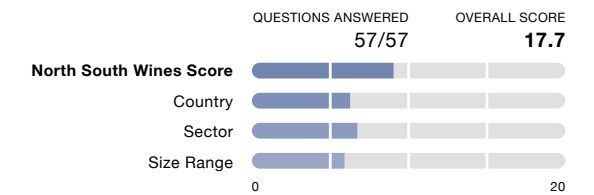
Workers



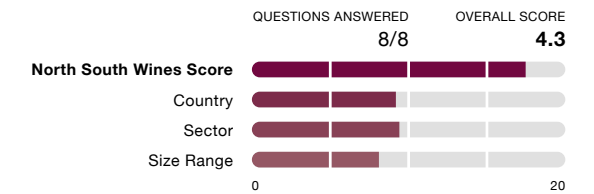
Community



Environment



Customers



We are delighted with our score of 88.5 points in our first B Corp certification, but the breakdown of the scores highlights where our strengths are and where we still have work to do. Our strong **Governance**, **Customer**, and **Worker** scores reflect the founding principles of the business and our continued focus on these areas. We will still strive to improve in these areas but we have identified two key actions we want to prioritise before recertification:

Environment – In terms of our Environment score, we know there is scope for improvement. We make a concerted effort to work with suppliers who produce organic, biodynamic and, more recently, certified sustainable products, but there is more that we can do internally to lessen our impact. Our initial action plan included our scope 1 & 2 emissions calculations and reduction plans, but our next stage will be scope 3 - calculating our full supply chain emissions, setting a Net Zero target with short-term and long-term goals.

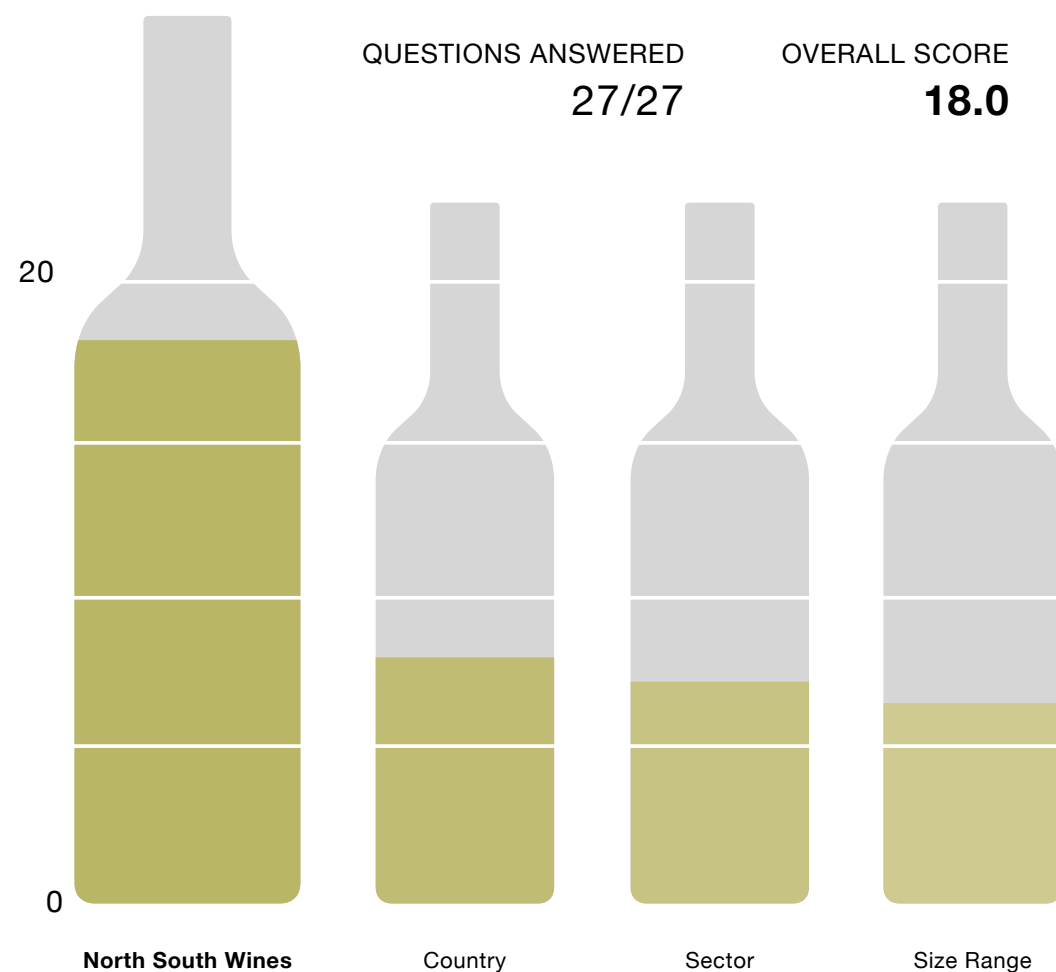
For **Community** we want to improve our equality, diversity, and inclusion practices and take more steps within North South Wines and within the industry to increase diversity, equality, and inclusion.

Governance

In the two years prior to submitting our assessment, we made some big changes to our business. We changed our legal structure to make our directors accountable to all stakeholders, not just shareholders. We incorporated sustainability into the team’s job descriptions and performance reviews and embedded social and environmental considerations into our decision-making process. Fundamentally, we made it a metric of our success and something to celebrate.



These were important first steps, but the work continues. This year we want to push the boundaries even further.



What we said we would do	What we have done
Publish our impact report and stakeholder engagement on the website.	In 2022, we wrote our first impact report, which detailed the findings of our materiality assessment (informed by feedback from all stakeholder groups), our goal to be B Corp certified, and our sustainability targets. We will publish all impact reports on our website and feature articles on our supplier, worker, and customer survey results.
Create a Sustainability page for our website to articulate our plans for the future.	In 2023 we created a sustainability section on our website. Talking openly about our sustainability journey is important and we use our website to highlight our sustainability focus, discuss why we chose B Corp, what we are working on, and our key targets for each of the 5 pillars.
Continue to have regular stakeholder engagement and publish this publicly.	Getting feedback from our stakeholders and acting on it is key for impact improvement. We have annual customer, supplier, and worker surveys and are committed to rerunning our materiality assessment involving all stakeholder groups every 3 years.
Keep sustainability at the forefront of all decision making and keep management actively involved in the sustainability program.	Management involvement in sustainability strategy is key to ensuring whole company engagement and achieving company targets. To encourage this, we have rewritten our mission statement to outline exactly what we mean by ‘doing business better’. We set key sustainability targets and embedded them into our 5-year plan. Sustainability updates are a regular feature at Management and Board meetings. We held a specific ‘Embedding B Corp’ session with the management team.
Train all members of staff on social and environmental issues material to our company and our annual mission include it in all new starter training.	We have created an internal sustainability training programme which was delivered to all employees and to all new starters.
Continue to advocate for positive sustainability changes within the industry.	We are committed to working within the industry to advocate for positive sustainable change and B Corp certification. Some of the things we have done include membership of the Sustainable Wine Roundtable with involvement in panel discussions at events, podcasts, and in working groups on relevant topics with them. We are sustainability champions for the Harpers sustainability charter. We sponsor the sustainability award for the Drinks Retailing Awards. We contribute to trade press articles on sustainability. We delivered a webinar for independent merchants on sustainability through the supply chain. We are members of our B Local and are working with other B Corps to help promote the B Corp movement and improve our impact.

Industry involvement

Advocates for progress

Making a positive impact means making our voice heard. We don't shy away from our responsibility within the industry and actively engage and collaborate with our peers.

This year, we have been involved in:

- Bulk Wine Convention sustainability panel discussion.
- Sustainable Wine Roundtable podcast.
- Organised and hosted 'From Grape to Glass' – a sustainability webinar for the independent merchants.

Plans for next year

Industry involvement and advocacy:

- Continue our involvement in the Sustainable Wine Roundtable – engage in panel discussions and work with the industry towards joint commitments such as the bottle weight accord.
- Continue to advocate for positive sustainability changes within the industry: through press engagement, sponsorship of awards, and attending relevant events.
- Promote and educate about B Corp to all supply partners.
- Continue engagement with our B Local in Oxfordshire to improve knowledge sharing.
- B Corp Month event in March to promote B Corp externally and encourage engagement internally.

Stakeholder engagement:

- Supplier and customer sustainability education programmes.
- Supplier, customer and worker annual surveys – publish the results on the website.

Carbon Literacy training:

- For the whole company including management – we would like to become a carbon literate certified business.

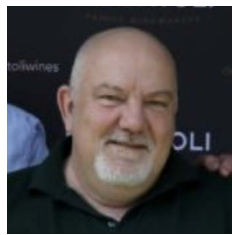
Climate Change Coaching:

- For the Management team to help encourage climate stewardship throughout the business.

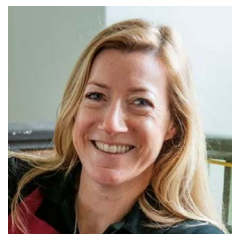
'From Grape to Glass' panel



Toby Webb
Executive Director



Rob Glastonbury
Operations Manager



Louisa Fitzpatrick
Director



Rebecca Murphy
Sustainability Manager



Tim Carlisle
Head of On Trade and Independents



Kim Wilson and Rebecca Murphy joined Hanna Halmari from Sustainable Wine Roundtable on their podcast to talk about our sustainability and B Corp journey.



Rebecca Murphy joined a panel discussion at the Bulk Wine Convention to discuss, "Transport and Distribution: How will Bulk Wine Revolutionise the Sustainability of Wine Logistics by 2030?"



Claire, our Head of National Off Trade Sales, joined an expert panel to talk about "The Art of Wine Sales", hosted by Curious Vines, an organisation that supports women in the wine industry.



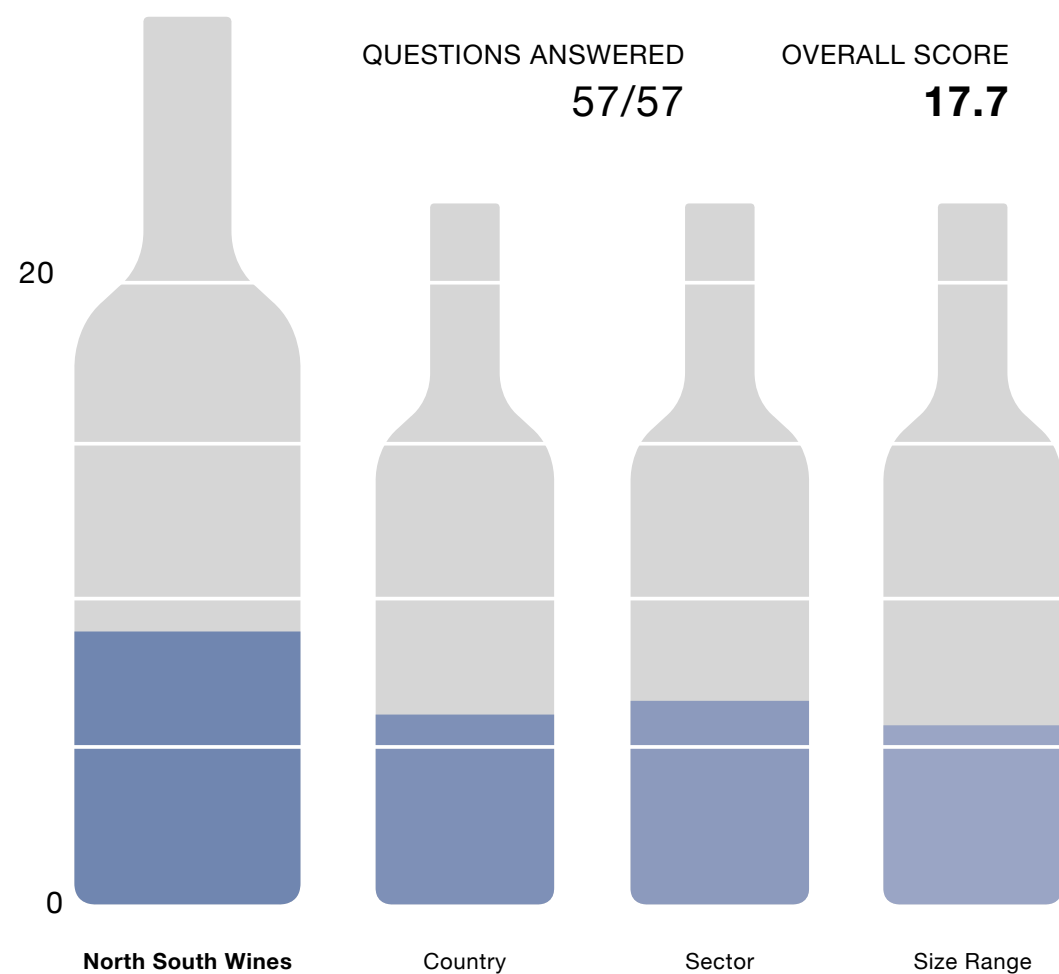
Click here to listen to this podcast

Environment

There is an inherent environmental impact in running a business that imports wine to the UK. Growing grapes, making wine, sourcing dry goods, and shipping it from one place to another takes its toll. That's before we even start selling it.

We are working with our suppliers to minimise the footprint of each and every bottle that moves through the supply chain. We are also doing everything we can to reduce our own impact, looking for creative and sustainable ways to lessen that of our office and our team.

This year, we hope to make big strides. Our intention is to calculate our Scope 1-3 and create a roadmap to Net Zero.



Key targets

Getting our Environmental Management System ISO 14001 certified - by 2025.	We moved office at the start of 2024 and are now adjusting our EMS and working towards certification in 2024.	In Progress
Moving sales team onto electric car scheme - by 2025.	50% of our sales team have moved onto the electric car scheme. This now means that approx. 35% of all the company's claimed mileage is from electric cars. We are working to get this to 100%.	In Progress
Moving to 100% renewable energy in our office - by 2025.	We are working with our new landlord to achieve this target following our office move in early 2024.	In Progress
Calculate full supply chain emissions (scope 1-3) and set a net zero target with near and long-term reduction goals.	New target for 2024.	NEW

What we said we would do

What we have done

Source office supplies from environmentally preferred providers.	We now have a B Corp certified supplier for office products.
Reduce our carbon usage as close to zero as possible, as quickly as we can, instead of gaining carbon neutrality through an offsetting programme. We believe reducing our footprint has a faster and bigger impact than offsetting it.	We have set our new target set to calculate our full supply chain (scope 1-3) emissions and set near-term and long-term goals and a net zero commitment. We have engaged with a company to begin this process.

Plans for next year:

- Calculate scope 1-3 and set a net zero plan with short term and long term targets.
- Continue to work to get all the sales team on the electric car scheme.
- Continue to work with our new landlord to move onto 100% renewables.
- Make any changes necessary in our new office to track and reduce emissions, reduce energy usage, save water consumption, reduce waste generated.
- Get our Environmental Management System ISO 14001 certified.



Key target

Getting our Environmental Management System ISO 14001 certified





Products

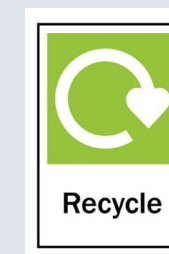
Packaging is a hot topic in the industry right now. Our ambition is to build a portfolio that's at the forefront of innovation and better for the planet without compromising on quality.

Key targets		
Over 80% of bottles and cases to include over 50% recycled content - by 2025.	We currently have 65% of bottles and 69% of cases of products sold by volume that have over 50% recycled content.	In Progress
Reduce still bottle weight average by 10% - by 2025.	Our average bottle weight sold by volume is 505g. We want to work towards the sustainable wine roundtable bottle weight accord and get to an average weight of 420g by 2026.	In Progress

What we said we would do	What we have done
Complete our full product packaging review. Improve own brand and supplier brand packaging.	We have conducted analysis of our packaging over the last 2 years and have improved the data used for analysis in the last 6 months. In 2024 we want to use this data alongside the buying team to work with suppliers to make improvement across all packaging elements.
Complete New Product Development (NPD) sustainability process for all new lines.	The sustainability manager is now involved in NPD tastings and discussions and sustainability credentials are considered equally to commercial and technical considerations for all NPD.
Include the 'recycling' logo on all labels.	We have researched the best recycling logo for our products and have signed up to OPRL to be able to use their logo and share with our suppliers. We currently have improved from 18%-32% of range including a recycling logo on their back labels and will continually work towards improving this.
Investigate alternative packaging solutions.	We have looked at various options including 'Frugalpac' and cans. We are currently exploring opportunities with a bottle return scheme. Although we have not launched anything yet it will continually be an area of focus for NPD.
Increase % of products sold with environmental impact certification.	11 of our 13 significant suppliers have environmental or social certification and 64% of our suppliers have one or the other or both. We are looking to increase this year on year.

Plans for next year:

- All own brand packaging to contribute to 1% For The Planet and feature OPRL recycling logo, 1% For The Planet logo, B Corp logo and be in 100% recycled paper for labels and in lighter weight bottles.
- Continue to make progress on the packaging targets for all elements, including alignment with SWR bottle weight accord.
- Increase alternative packaging offerings.
- Increase % of products that have the OPRL recycling logo on the back label.
- Continue to work with suppliers to have environmental and/or social certification.



Suppliers and service providers

We work with inspiring and engaged wine producers and service providers from all over the world. Many of them are industry leaders in sustainability, all of them are committed to improvement. Our ambition with all of these relationships is to develop long-term, joint partnerships where we can have open conversations and tackle issues together.

Key targets

All of our significant suppliers will have environmental or social certification by 2025.	11 of our 13 significant suppliers have environmental or social certification.	In Progress
Supplier satisfaction target of 4.5/5.	We conducted our first supplier satisfaction survey in 2023 and achieved 4.2/5, we have used the feedback to help shape changes with regards to communication and engagement and hope to achieve 4.5/5 in 2024.	NEW

What we said we would do

What we have done

Conduct analysis of suppliers, services, and materials to highlight and minimise greenhouse gas emissions.	We are working in 2024 to calculate our scope 3 emissions and part of this will be engagement with all our suppliers on emissions reductions and set near and long-term targets to achieve these.
Work with winery partners to make improvements to their sustainability credentials.	64% of our suppliers have either environmental or social certification - we are working to increase this. We use the annual sustainability questionnaire to advise on improvement areas for all suppliers.
Ensure all new and existing suppliers meet our sustainability requirements.	We have a sustainability questionnaire in place which has been completed by all suppliers and reviewed by the sustainability manager. All new suppliers also have to complete it and have it approved by the sustainability manager before we work with them.

Looking ahead:

- To achieve our supplier satisfaction target of 4.5/5 and act on any feedback received.
- To work with our 2 significant suppliers who do not have environmental or social certification to gain one or both by 2025.
- To develop a programme for Supplier sustainability engagement and information sharing.
- Use the scope 3 emissions calculations and supplier engagement on emissions to set near and long term targets for key suppliers for improvements.



A few of our suppliers who are leading the way.



The Wine People, Italy

The Wine People is run by Stefano Girelli, a passionate advocate for sustainability and organic viticulture. The business and two wineries within their portfolio - Santa Tresa and Paolo Leo - have the Equalitas sustainability certification. They are committed to organic methods, vegan winemaking and use 100% green energy. At Santa Tresa, they use regenerative farming practices to prioritise the enhancement of the terroir, reduce their environmental impact, encourage biodiversity, and they work with local authorities to enhance the wider environmental. 50% of the company's shareholders are women and 10% of the farm is dedicated to green areas and cultivation of Mediterranean species representative of the territory. Their focus on biodiversity practices includes cover crops, beehives and no chemical pesticides or fertilisers.



De Bortoli, Australia

De Bortoli is a fourth-generation family-owned and operated wine company established in 1928. One of the largest and oldest wine companies in Australia, they are internationally recognised as one of the leading sustainable wine producers with innovative programs & practices in biological farming, recycling, and waste & water management. They have numerous sustainability certifications and awards such as Sustainable Winegrowing Australia certified, Freshcare Environmental Winery certification and Australia Packaging Covenant Organisation member. De Bortoli's vision to leave a sustainable legacy for future generations forms part of the company's mission, corporate governance policy, and company culture. They were awarded New South Wales's first Sustainability Advantage Platinum Project certificate by the NSW Office of Environment Heritage and are the First Platinum Partner of NSW Sustainability Advantage program run by New South Wales Government's Office of Energy and Climate Change.



Greencroft, United Kingdom

We work with Greencroft for our UK pack products - one of the UK's top contract wine packers with a relentless passion for innovation, personal service, and superb quality. They believe that bottling in the UK brings enormous benefits for wine producers, consumers, and the environment. Certified Carbon Neutral, 50% of companies' shareholders are women. Their new warehouse - Greencroft Two - will become the UK's most sustainable wine bottling facility, powered by renewable wind and solar power. They produce so much energy by wind & solar that 52% goes back into the grid. They were also the first UK bottler to stop using water to rinse bottles.



Mirabeau, France

Mirabeau was founded by the Cronks, an Anglo-German family who relocated from London in 2009 to follow their dream of living and making wine in Provence. They are the first winery partner to join us as B Corp Certified. They co-founded the Regenerative Viticulture Foundation to help promote regenerative farming within the wine industry. They use regenerative farming on their own estates and they work with all growers to promote these practices. They focus on biodiversity promotion within their vineyards and with all growers - progressively and naturally improving whole agro-ecosystems (soil, water, and biodiversity). They use 100% renewable energy in all properties.



Reh Kendermann, Germany

Reh Kendermann is one of the largest and most modern wineries in Germany with expertise in no and low alcohol. They have numerous social and environmental certifications including SEDEX / BSCI / Fairtrade (SA & Bingen), Organic certification, ProVeg vegan certification, & ISO 50001 Energy Management - 60.5% of their energy comes from renewables. They are family-run and 50% of the shareholders are women. Reh Kendermann provides charitable support to Villa Kunterbunt, an organisation which helps critically ill children and their families. In 2021, they constructed a new cellar in Bingen and are re-naturing the area with native trees, bushes and various natural areas.

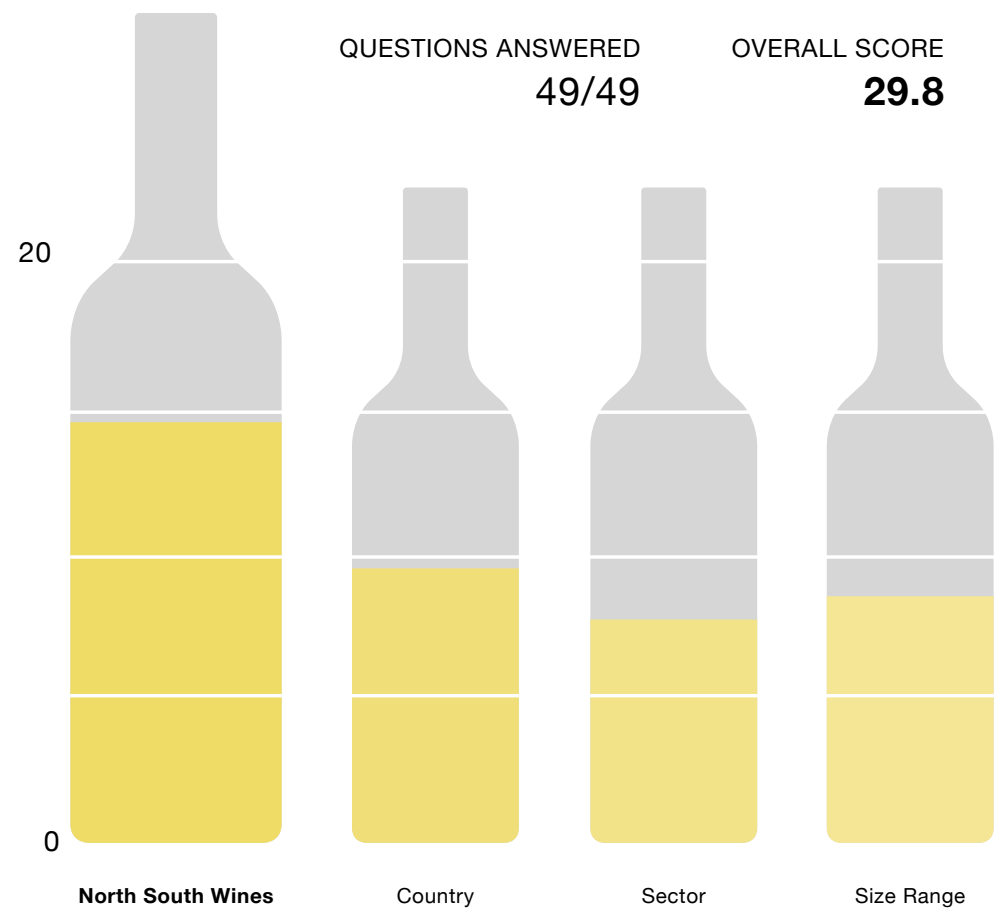


Painted Wolf, South Africa

Painted Wolf Wines' driving purpose is to create and sustain partnerships which allow them to make and sell high-quality wines with character, the sales of which fund several conservation charities. Established in 2007, they have donated more than R3.5 million for African wild dog conservation and social upliftment to date. They were awarded the Cheetah Award by the Endangered Wildlife Trust in recognition of their continued support. They support Children in the Wilderness with an annual donation. The whole business is founded on rewilding the African wilderness and improving biodiversity. They are a key supporter of the African Wild dog range expansion project. This project is helping rewild depleted conservation areas throughout Africa.

Workers

Over the course of 10 years our team has grown from 4 to 27 and our company culture has evolved with it. We've always invested in workplace wellbeing, but the needs of the team shift as we expand. We want everyone to feel invested in the business and have the opportunity to learn, progress, and flourish.



Emily Brighton, Head of Technical

We are very proud to announce that our Head of Technical Emily Brighton achieved the title of Master of Wine, becoming the youngest female and only Latvian national globally to be inducted to the institute. Emily gained this after 5 years of study – 3 while working at North South Wines.

“NSW really supported me on my journey to achieving the Master of Wine title, covering the course fees and giving me time off to attend seminars and course days, as well as for study leave and the exams, as I progressed through the programme.”

Key targets

Annual staff satisfaction survey - target to achieve over 4.5/5.	In 2023 we scored 4.38/5 which is just below our 4.5/5 target. We have worked on the feedback from the survey and are redeveloping our review process to give more opportunities for discussion on career progression and training opportunities.	In Progress
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What we said we would do	What we have done
Further encourage employee input prior to operational and strategic policy and practice changes.	Prior to our office move we did a survey of all office-based staff to find out what was important to them when it came to the new office which helped shaped the direction taken. We need to look at how we formalise this process for future operational/strategic policy and practices changes.
Continue to develop our first-class rewards and benefits to attract and retain employees.	In 2022, we did a full handbook review and improved our benefits for all employees. We are continually listening to staff feedback and evaluating what can be offered.
Continue to offer the best training and support.	We have assisted many workers on training to enhance their skills and the new review process will assist in discussions about what more NSW can do in this area.
Continue to listen and respond to employee annual surveys.	As seen in our targets we have and will continue to do this annually.
Ensure all current and new suppliers meet our worker's sustainability requirements.	In 2022 we improved our Supplier Ethical, Social and Environmental policy which all our suppliers have to sign. We are also monitoring which suppliers have social certifications.

Plans for next year:

- Further encourage employee input prior to operational and strategic policy and practice changes – look at how we can formalise this process.
- Increase training opportunities for all employees:
 - Carbon Literacy training for all employees.
 - Climate Change Coaching for the management team.
 - Equality, diversity and inclusion training for some employees.
 - Feedback from Review Process to facilitate personalised training requests.
- Mental health first aiders trained below management levels.
- Implement new review and progression procedure.
- Create a positive and supportive new office culture when we have moved to our new office.
- Conduct a Risk Assessment when it comes to worker conditions for all our suppliers and put in place an audit scheme for higher risk suppliers.



Key target

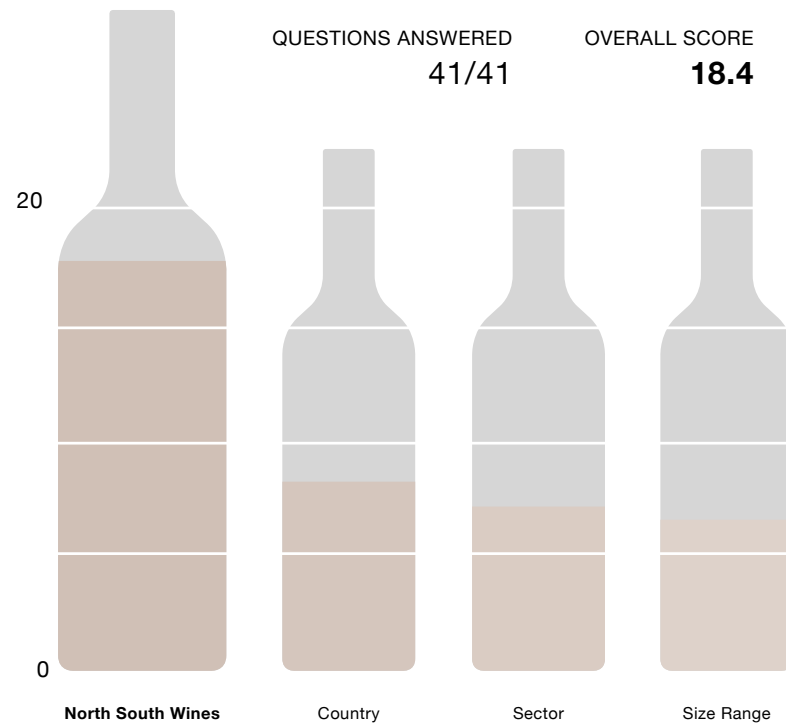
To achieve over 4.5/5 in our annual staff satisfaction survey



Community

Cards on the table, as a business we struggled with our charity community scheme last year. We did get out with litter pickers from time to time and we ran (walked, swam, cycled, and kayaked) our way to our first company challenge and raised money for Hillingdon Women’s Centre. But overall, we didn’t hit the heights we wanted to. That’s not to say we didn’t have some great individual efforts as some members of the team were really involved with charities local to them.

This year, we have refocused and have renewed vigour. Moving to Bicester has helped, and we have wasted no time in finding an ongoing charity partner, Restore. Our community calendar is now filling up, and we will be donating time and money throughout the year.



Key targets

For staff to donate 0.1% of total hours worked and >80% of the workforce to be involved in charity community paid hours scheme.

Since we started the scheme in 2022 we have donated 111.5 hours of time to various community and charity organisations across the country. In 2023, we had a drop in engagement of our community hours scheme – people have found it hard to find the correct organisation to volunteer for or find the time to volunteer. In 2024 we have announced a long-term partnership with the charity Restore and will run volunteering days with them, will fundraise for them also and hopefully have a significant positive impact. This will also help our team to use their hours which many are desperate to do.

In Progress

Key targets (continued)

Equality Diversity & Inclusion committee including creation & implementation of a diversity, equity and inclusion strategy.

In 2024 we are forming our Equality, Diversity & Inclusion committee to brainstorm and implement ideas to help increase equality, diversity, and inclusion within NSW and the wine industry as a whole.

New

What we said we would do

What we have done

Encourage staff to take part in diversity, equality, and inclusion training.

In 2024, we will be conducting training for relevant individuals and forming an Equality, Diversity and Inclusion committee.

Annual analysis of employee feedback looking at gender, age, ethnicity, and socio-economic status.

In 2022, we analysed our survey results with regards to gender, age, ethnicity, and socio-economic status and results were presented to the management and board. We will be redoing this in 2024.

Track local purchasing.

With our office move in 2024 we will be adjusting our local supplier preference list and will look at working with local, environmentally focused suppliers.

Ensure existing and new suppliers meet our community sustainability requirements.

We screen all suppliers on their community practices and encourage improvements where necessary.

Take part in an annual company challenge.

In 2023, we did a one-month challenge to all walk, cycle, run or paddle as far as possible to virtually travel to as many of our wineries in Europe as possible – we travelled 4198.5km as a team and raised £2902.38 for Hillingdon Women’s Centre, a charity local to our office at the time.

Plans for next year:

- Work with our chosen charity partner, Restore, by contributing in 2024 via donations and fundraising, and by volunteering at their sites and develop a long-term relationship with them.
- Continue to work towards target for staff to donate 0.1% of total hours worked and >80% of the workforce to be involved in charity community paid hours scheme – linked with new long-term charity partnership.
- The formation of the Equality, Diversity, and Inclusion committee in 2024 will help guide our next steps in this area and the creation and implementation of a diversity, equity, and inclusion strategy.
- Once we have formed a strategy we would like to work with our supply chain and promote education and engagement on Equality, Diversity, and Inclusion.
- We are aware of the negative impact of alcohol globally and want to promote responsible consumption. Alongside this we have been a leader in the development of quality 0% wine products. We have been a Drinkaware funder for two years and moving forward we would like to engage more with their message and facilitate Drinkaware training for the company.

drinkaware

Positive Impact

West Drayton to Sicily 4000km challenge

In May 2023 the team walked, ran, swam, cycled, and kayaked the equivalent distance from our office in West Drayton to our winery partner, Santa Tresa, in Sicily, some 4000km away. We raised over £2700 for Hillingdon Women's Centre, a fantastic charity that provides a safe space, advice, and support to women experiencing domestic abuse, mental health difficulties, unemployment, and isolation in the Borough of Hillingdon.



Restore supports adults to live with increased freedom from the constraints of mental ill health through recovery groups, training, and employment coaching. Restore's Elder Stubbs Allotments is one of six recovery groups across Oxfordshire offering structured programmes where individuals can gain skills, build confidence, and develop connections with others. By partnering with Restore, we are actively contributing towards better mental health, enriching our community through support and empowerment.



Oxford Mutual Aid

Marc Imig
– Ex-cellar Manager

Marc has been volunteering at Oxford Mutual Aid, a community-based food bank in the Cowley area.



Renova Trust in Bracknell

Andy Bagworth
– Customer Services.

Andy has been mentoring for Renova Trust in Bracknell, a charity that takes in formerly homeless or precariously housed people and ex-offenders and provides them with the support to get back on their feet.



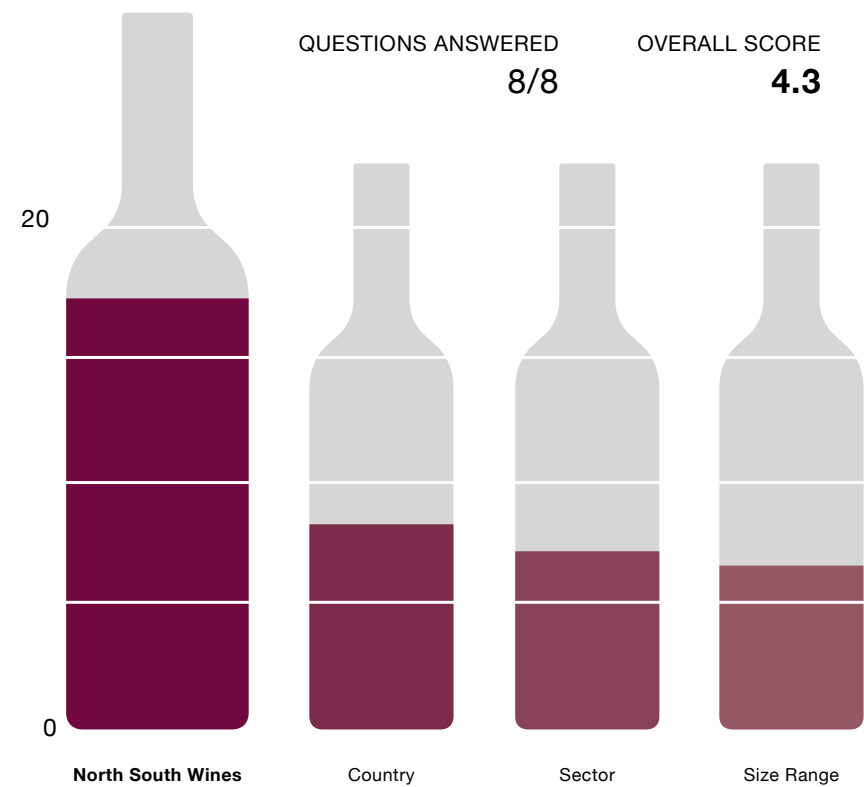
Our JEDI committee is devising a strategy to embed Justice, Equity, Diversity, and Inclusion within our company culture to help foster an environment where every individual feels valued, respected, and empowered to contribute to our success.

Customers

We are a multi-channel business and have the privilege of working with customers that range from fledgling independent wine merchants to large multiple retailers. It's not just about great wine, we want to create lasting partnerships with our customers based on transparency, accountability, and trust.



We pride ourselves on the service we provide customers.



What we said we would do	What we have done
Act on customer feedback.	We had very positive feedback from our customer survey, but two consistent improvement suggestions were highlighted. These were addressing stock level issues and access to product details on our website. From this we have employed a new team member with the responsibility of addressing stock level consistency and a new forecasting tool to improve our stock levels has been implemented, and we have now improved product detail and useability of our website.
Work with suppliers to maintain and improve number of suppliers with quality assurance audits.	59% of our suppliers have BRCGS certification, and a further 24% have IFS certification – we work closely with all our suppliers to encourage certification and to monitor performance where it isn't possible.
Present annual customer satisfaction results to the company and publish them on our website.	Since we started our customer feedback surveys we have had two years of fantastic results that have been presented to the company. We have used these to write feature articles for our website and we will continue to do this in future.
Continue to give the best service and the best quality products we can.	This was reflected in the customer survey results with a satisfaction score of 9.08 out of 10 and with quotes such as 'Easy to work with and get on. Range is also very good.' 'Good quality products and excellent service.' 'Excellent service and product range, but mainly they are a joy to work with.'
Ensure all our new and current suppliers meet our customer sustainability requirements.	We have worked hard on our data collection system – Bottlebooks – to include all the additional packaging data requirements for our customers so we have the relevant data efficiently and accurately recorded. This includes sustainable certifications, recycled content and recyclable status or all packaging elements. We will continually listen to our customer requirements when it comes to sustainability and strive to be at the forefront of what we can offer in terms of products, data, service, and internal practices.

Plans for next year:	
<ul style="list-style-type: none"> Achieve over 9/10 in our annual customer satisfaction survey, Act on any feedback from our customers, Present annual customer satisfaction results to the company and publish them on our website, Maintain our BRCGS AA grade - Continue to make our products safety and quality a priority, 	<ul style="list-style-type: none"> Work with customers to ensure we have all the data to hand in the format required to meet their sustainability data needs – advocate in the industry to formalise data collection, Continue to give the best service and the best quality products we can.

Key targets

Customer annual survey - target to achieve over 8.5/10 satisfaction.	In 2023, we achieved 9.08/10 satisfaction on our annual customer satisfaction survey. We have now increase our target to 9/10 moving forward.	Achieved – annual target
Maintain BRCGS AA grade - annual.	In July 2023 we maintained our AA grade for BRCGS. This shows we have the highest standards in quality and safety which is important reassurance for our customers.	Achieved – annual target

Customer Feedback

“Our relationship with North South Wines has been going from strength to strength over the last 6 years and with good reasons. Kim and her team have spear-led a level of offering and service we have not experienced elsewhere, from the quality of their products to the level of information easily available. Our experience as a customer is clearly benefitting from a cross-contamination of learnings and improvements obtained from their customer pool across the spectrum, large and small. The range and pricing on offer is as strong as ever, the support we receive is spot on, always willingly, and often proactively, trying to find ways to help us in getting the right products at the right price. Speaking to their producers, it is obvious they feel at ease and at home in the North South family which speaks volume about the work being done to give them the exposure and recognition they deserve. And yet, what is most impressive is that, for such a young business of this kind, non-content to have grown so strongly in 10 years across multiple channels that would have overstretched most other outfits, they go way beyond their line of duty and seek to improve the whole game for our industry. Their all-in commitment to seeking, and obtaining, B-Corp accreditation and continuing to improve in every way, day-in-day-out is simply inspirational; and it certainly worked on us.”

Nic Rezzouk - Buyer, Reserve Wines

“What separates NSW from other agents is the unique balance that they’ve been able to strike. On one hand, their portfolio, range and breadth of products, sourcing ability, and expertise, and provision of relevant market data put them firmly in the camp of a highly impressive large agent. On the other hand, their communication style and approach to retailer/supplier relationship is that of a (very!) small supplier. The rapport that Kim has built with our team here is one of the strongest we have with any supplier and all credit for that must go to Kim for having single-handedly driven this over the years.

As businesses grow and expand, generally the channels of communication and clarity of hierarchy are eroded. NSW have done a spectacular job of achieving truly absurd sales growth whilst remaining a fundamentally ‘simple’ business at heart. Their communication is clear and concise, and there exists a real feeling of honesty and transparency in our dealings.”

Josh Heley – Buying Director Aldi

“The quality of the wines and the pricing are obviously key but of the best things about working with North South are the people and the customer service. The communication is always excellent and they go out of their way to be flexible to meet our requirements. They are always keen to find ways to support and drive sales of the product we list.”

Joe Norris – Unity Wine Buyer – Bidfood UK

Customer Tastings

The sales team spends a lot of time on the road, supporting our customers with tastings and events up and down the country. Whenever a winemaker is visiting the UK, we organise itineraries to connect them with our customers, and by extension, their customers. This year we took part in upwards of 80 events from Dundee to the Falmouth - the UK drinking public are a lucky bunch!

Jeremy Borg,
Painted Wolf Wines

Justin Corrans,
KWV

Martín Kaiser,
Doña Paula

Jacques Lurton,
Vignobles André Lurton

Adolfo Hurtado,
MontGras

A satisfied customer is the best business strategy of all

Our relationship with our customers is based on honesty, openness, and fairness. As a wine distributor, the service we offer our customers must be first rate and consistent. So, we leave no stone unturned and will always go the extra mile for our customers. After all, a satisfied customer is the best business strategy of all.

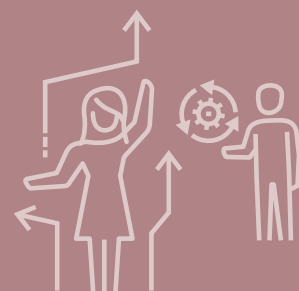
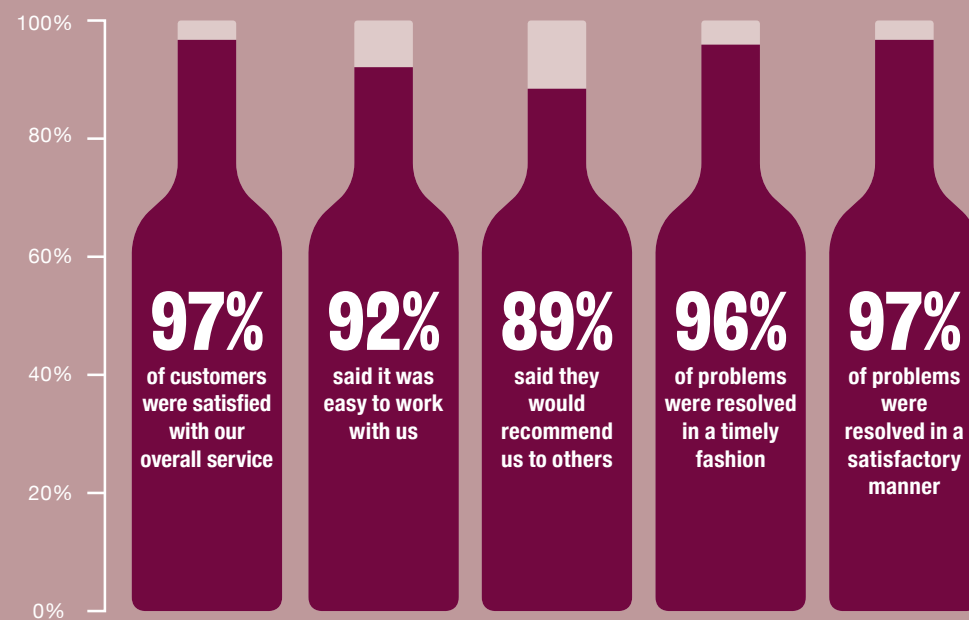
To find out how well we were performing, we surveyed our customers earlier in the year to understand our impact, positive and negative, and uncover (and deal with!) any issues.

Our findings from our customer surveys

We were pleased with our findings:

Customers rated their satisfaction of working with us as

8.89
/ **10**



How will we implement this in our business strategy moving forward?

We're not about to sit back and rest on our laurels! We'll continue to conduct customer satisfaction surveys each year and will always look to improve. As part of our impact report we have set a target of maintaining a customer satisfaction score of >9/10.





Follow our progress throughout the year as we continue to share our journey on our platforms.

 @NorthSouthWines

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