

RINGTONS

IN OUR FAMILY SINCE 1907

Our Sourcing Philosophy

The founder of the business in 1907, Samuel Smith, always did his best 'to do the right thing', with particular focus on his customers, his staff and the quality of the Ringtons products. All of us at Ringtons today maintain this belief to 'do what's right'.

As a family business well over 100 years old now moving into the 5th generation, we would like to share with you our sourcing philosophy. We take great pride in the products we offer our customers. The passion, dedication, knowledge, skill and hard work of our suppliers is what allows us to make the quality of Ringtons products that we do. We also recognise that we have a moral duty to work with our suppliers in a responsible way.

Our purpose is to create daily moments of care and joy today, tomorrow and for every generation to come. Just like a comforting cuppa has the power to brighten your day, our goal at Ringtons is to ensure that everything we do contributes to making life better for everyone we serve.

What do we do?

Ringtons are and always will be committed to sourcing our products responsibly. We work with partners across the world to monitor our supply chains, to trace our products back to their source, to understand the challenges the industry faces and collaborate on projects across the globe.

For Ringtons, responsible sourcing is about building long-term partnerships with our suppliers, underpinned by forward contracting and prompt payment. It also involves a commitment to shared learning: we communicate our raw material criteria in advance of purchase, provide timely feedback on samples and deliveries, and engage in regular calibration sessions to ensure mutual understanding of quality expectations.

Respecting human rights and the environment is of great importance to Ringtons and our stakeholders. We work with industry stakeholders to improve the lives of workers, farmers, and communities. Through engagement with other stakeholders, Ringtons is part of an industry voice to enable collaboration, share experiences, identify root causes, and to influence strategic change in tea and coffee growing origins.

Policy & Governance

Our Sustainability Strategy encompasses three pillars: People, Planet and Policy. Within our Sustainability Strategy we commit to respect human rights and the environment in our operations and our supply chains.

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Our Sustainability Vision is:

We focus on the long term for our future generations. With care we nurture our environments and support global communities to thrive. Renowned for doing it our way.



We share our Supplier Code of Conduct and our Ethical Trade & Human Rights Policy with our suppliers. This outlines our expectations on human rights (aligned with the ETI Base Code¹), environmental protection and compliance with applicable regulation. This underlines our baseline commitment to protecting people and planet in our supply chains.

Ringtons' Sustainability Strategy is seeking to embed human rights and environmental due diligence and mature our due diligence approach. We align ourselves with the United Nation's guiding principles on business and human rights², as well as the OECD's guidance on due diligence for responsible business conduct. Following the OECD's 6-step process³, we have and are taking actions aligned with steps 1 and 2.

We are currently reviewing other industry guidance on responsible business practices, such as the Ethical Tea Partnership's Responsible Purchasing Practices⁴ guidance. From this review, we are identifying areas in which we can strengthen our policy and governance frameworks. One of the benefits of having strong policy and governance is that it ensures that all stakeholders at Ringtons understand the importance of doing business responsibly – from Board level to daily operations.

Knowing Our Supply Chain

We're proud to source many of our teas and coffee from producers that we have strong and long-term relationships with, having worked closely with them for many years, often decades. We keep in touch with our suppliers and visit them regularly to listen and see conditions first hand, to help understand and overcome challenges faced. At Ringtons we recognise that sharing our tea and coffee suppliers' information is important for greater confidence and transparency, both for our customers and the producers themselves. This openness allows greater collaboration and helps us to build more sustainable

¹ ETI Base Code: <https://www.ethicaltrade.org/eti-base-code>

² United Nation's Guiding Principles on Business & Human Rights:

https://www.ohchr.org/sites/default/files/documents/publications/guidingprinciplesbusinesshr_en.pdf

³ Organization for Responsible Business (OECD). Due diligence for responsible business conduct: <https://www.oecd.org/en/topics/sub-issues/due-diligence-guidance-for-responsible-business-conduct.html>

⁴ Ethical Tea Partnership Responsible Purchasing Practices: <https://ethicalteapartnership.org/responsible-purchasing-practices/>

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supply chains. It also helps us to collectively tackle systemic issues that can occur across global supply chains with other stakeholders. Our supply base is published on our website⁵.

Assessing Risk

From knowing where we source our tea and coffee from, we can also understand the risks our producers are facing. Aligned with the OECD's 6-step due diligence process for responsible business we are identifying risks in our tea and coffee supply base through Ringtons' Supply Chain Risk Model. We engage our suppliers in this process to understand the challenges they face. We also use other information sources to inform our risk model, such as human rights impact assessments, and information from certification bodies and NGOs. Through mapping risk to people and planet, we can then seek to mitigate.

Partnerships & Industry Collaboration

Sustainable Development Goal 17 is "partnerships for the goals"⁶. This demonstrates the importance of building collaborative relationships and is closely aligned to our values. We work in partnership with charities, not-for-profit organisations and industry stakeholders to improve the lives of workers, farmers and communities both near and far.

We are active members of the Ethical Tea Partnership⁷. Together with other organisations, we aim to create a fairer, more sustainable tea industry for workers, farmers, and the environment. We are also members of World Coffee Research⁸, a global organisation dedicated to securing the future of coffee against climate change.

We engage and maintain collaborative relationships with certification bodies Fairtrade and Rainforest Alliance. These third-party certification bodies set standards for producers to adhere to. These standards cover requirements on social, economic, and environmental criteria. We know that certification can be strengthened via cross-industry collaboration and working together to alleviate and remedy systemic issues in tea and coffee supply chains.

As members of the Ethical Tea Partnership, we commit to buying tea from certified products. In some instances, we purchase tea from producers that do not hold Fairtrade or Rainforest Alliance certification. This is typically when the producer is a micro producer – sometimes an individual tea maker – and the costs of certification do not make business sense for these producers. In these instances, we ensure that these producers understand the principles laid out in our Human Rights & Ethical Trading Policy and the ETI Base Code. We also use our Ringtons' Supply Chain Risk Model to identify inherent risks, based on region and industry, and will take further action based on risk assessment.

As members of World Coffee Research, we support the global research into climate resistant coffee varieties. Furthermore, our non-certified coffee sourcing is aligned with second party programs assured by the Global Coffee Platform⁹ to ensure they meet the criteria set out in the Coffee Sustainability Reference Code¹⁰.

⁵ Ringtons Pride in Our Supply Base: <https://www.ringtons.co.uk/pride-in-our-supply-base-i248>

⁶ United Nations Sustainable Development Goals: <https://sdgs.un.org/goals>

⁷ Ethical Tea Partnership: <https://ethicalteapartnership.org/>

⁸ World Coffee Research: <https://worldcoffeeresearch.org/>

⁹ Global Coffee Platform: <https://www.globalcoffeeplatform.org/>

¹⁰ Global Coffee Platform. Coffee Sustainability Reference Code: <https://www.globalcoffeeplatform.org/our-work/coffee-sustainability-reference-code/#>

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Giving Back

We care deeply for our communities, from tea and coffee growing origins all the way to our local doors. We've always been committed to supporting these communities through our charitable endeavours and will continue to do so long into the future.

Founded in 2013, the Ringtons Tea Growing Community Charitable Trust makes grants to organisations tackling issues that affect smallholder farmers and workers in the tea industry across the world. We are proud to have supported multiple industry programmes and projects via this fund. Funding does not exclusively support communities and workers directly in Ringtons' supply chain; the fund exists to benefit all tea growing communities.

We recognise that there will always be areas in which we can improve our operations. Sourcing responsibly is no exception. We will continue to strive to do the right thing by those who grow and pick our tea and coffee.



Elliot Smith
5th Generation Family Member
Ringtons Limited
November 2025

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