



HARE & HOUNDS - SUSTAINABILITY

“Using resources that could continue forever, without causing harm. A method of harvesting or using a resource so that the resource is not depleted or permanently damaged.”



HARE & HOUNDS

JANUARY 26
HARE & HOUNDS
7 Batley Road, Tingley, Wakefield, WF3 1DU

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1. ABOUT THIS PACK

This sustainability policy illustrates aspects of business that have positive impacts on the economy, ecology and community. This includes but not exclusive to, daily aspects of the business, long and short term goals through to staff training and awareness.

2. STORY OF HARE & HOUNDS

The Hare & Hounds Public House is a historic establishment located in a small village on the boundary of Leeds and Wakefield. The main building is over a century old and has retained many impressive characteristics which reveal its age. Jacqueline took over the Hare & Hounds in December of 2016. Jackie's vision of the pub was to reignite the feeling of a community hub with regular get togethers for local people.

Upon arrival to the double fronted traditional Public House, you are greeted with an extraordinary display of seasonal flowers decorating the exterior of the building and carpark area. As you step inside the Hare & Hounds in Tingley, the first thing that strikes you is the warm, inviting atmosphere. The interior features a blend of traditional and modern decor, with wooden beams, cosy nooks, and a polished bar that showcases an impressive selection of ales and spirits. The walls are adorned with paintings and memorable photographs, giving the place a distinct character.

Walking through the pub, you will notice the comfortable seating arrangements, with plush chairs and rustic wooden tables, perfect for both intimate gatherings and larger groups. The ambiance is lively yet relaxed, often filled with the sounds of laughter and friendly chatter.

3. GROUNDS & GARDENS

A large aspect of the Hare & Hounds is the grounds surrounding the building. Jacqueline takes great pride in her gardens and the outside area is a talking point within its patrons and community.

Heading towards the back, you find doors leading to a spacious outdoor garden area. Stepping outside, the garden itself is thoughtfully landscaped, with vibrant flowers and greenery adding colour and life to the space. The overall garden has been subtly designed into defined areas to encourage lounging and dining in addition to adding to the general attractiveness of the space. Throughout the gardens you will find several Spruce and Fir trees that were once purchased for Christmas decoration (our last count was up to . This has now become a tradition of the Hare & Hounds; that all Christmas trees are replanted within the grounds. This ensures that healthy plants are not disposed of unnecessarily.

The garden features three exclusive pods situated on a raised wooden decked area, each offering a private and cosy setting, complete with stylish furnishings and warm lighting—perfect for a gathering with friends or a romantic evening. The furnishings and seating have been donated or purchased second hand from the local community. Reconditioned and recycling is a running theme throughout the business.

Adjacent to the pods is a decent-sized undercover seating area, providing shelter while still allowing you to enjoy the fresh air. This space is adorned with plants and fairy lights, creating an enchanting ambiance, especially in the evening or a relaxed Sunday afternoon. Whether you're inside or outside, the Hare & Hounds embodies a sense of community and relaxation, making it a perfect place to unwind and enjoy good company in a delightful setting.

Positioned along the pathway heading to the outside area, a personal touch has been added to the outbuilding; “Dogtails & Dreams” is an outdoor watering hole together with access to dog biscuits and treats. Dogs are a special feature within the Hare & Hounds. Jacqueline has owned several dogs over the years of being a resident landlady which regularly welcome the patrons during their visit. The pub has always welcomed customers to bring their well-behaved dogs along with them, even within dining spaces.

4. SUPPLIERS & BRANDS

The suppliers and brands that the Hare & Hounds works with are considered thoroughly and thoughtfully. Below is a list of suppliers that the pub works with on a regular basis and what aspects of the business assist with the Hare & Hounds sustainability contributions. Many of these are in close proximity to the pub which assists in reducing emissions into the environment. Due to the locality of the businesses, they are able to deliver to us directly from warehouses and headquarters. As a result of omitting independent couriers, this assists in reducing plastic packaging and wastage because of direct deliveries.

Topcliffe Grange Farm – Topcliffe Grange Farm is a family run farm since approx. 1905. They are located within 3 miles from the pub and all produce is either home grown or sourced locally. This helps to reinforce the local economy by supporting local farming and production. Due to their locality, they are able to deliver orders which helps to reduce emissions during transportation. Used weekly for fresh meat and vegetables.

Turner Price – Turner Price is a family run, catering supplier located in Kingston upon Hull. Turner Price prides itself on “operating in an economically, socially and environmentally sustainable manner”. 95% of their fleet have transferred from diesel to hybrid or electric vehicles. They also work with “suppliers who have sustainability at the heart of their product ranges and packaging options”. Turner Price focuses on working with British supply chains and sustainability methods.

Nisbets – Nisbets is a leading UK catering supplier with two stores located within 10 miles of Hare & Hounds. Nisbets are committed to reducing their plastic packaging options. In 2024, they eliminated an additional 25 tonnes of plastic from their packaging options. The equivalent of 2 million plastic bottles. See - [Our Sustainability Policy](#)

Sailbrand Limited – Sailbrand Ltd supplies fish and seafood to customer throughout the North of England. They are partnered with Hodgson Fish who,

together focus on sustainable and seasonal fishing. Sailbrand is also a local business, located 15 miles away.

Coults Bakery – Coults Bakery is a quality bakers who provide us with fresh bread, pastries and cakes. They deliver fresh produce to us most mornings as they are located 2 miles away from the Hare & Hounds.

Heineken N.V – Heineken N.V is a large Dutch brewing company that produces Heineken and owns many beer brands. Heinekens strategy is to grow their business whilst being sustainable and responsible. Their values include a passion for their consumers with care for people and the planet paramount. We choose to stock Heineken and other associated brands because of these pledges – See [Sustainability and Responsibility | The HEINEKEN Company](#)

Diageo – Diageo is a British multinational alcoholic beverage company who pledged their current sustainability strategy is 2020. This aims to build a resilient supply chain that helps communities with climate change as well as having a sustainable action plan across the entire supply chain – See [Sustainability | Pioneering grain-to-glass sustainability | Diageo](#)

Pernod Ricard – Pernod Ricard is a French company specialising in Wine & Spirits. Since 2015, they have annually received a “AA” ESG score (Environmental, Social & Governance). See - [Sustainability & Responsibility | Pernod Ricard](#)

Timothy Taylor – Timothy Taylor started in 1858 with their brewery being located in the heart of Keighley, settling at their current site at Knowle Spring in 1863. The brewery provides local farmers their spent grain for animal feed (approx. 170,000 tonnes) and the spent hops are also used locally as fertiliser. See - [Our Responsibilities - Timothy Taylor's](#)

5. COMMUNITY CONTRIBUTIONS

Jacqueline and her staff are very aware of the position the business holds within the community and how important it is to the customers but also the people of the wider community.

The pub offers and hosts several events to enhance social relationships within the neighbourhood. These range from hosting monthly Singing Club, Book Club, Pool Team to a weekly quiz night. In addition to these, the Hare & Hounds hosts a Coffee & Catch Up morning on a monthly basis, as well as “Open Mic” Nights. This is aimed at the local community, to members who may be feeling the impact of loneliness especially after recent years events and isolation. Alongside these monthly and weekly events, Jackie also holds annual events, such as a Ladies Day at York Races, Easter Eggs Hunts, a large Bonfire Night event including entertainment and the community’s renowned Santas Grotto which is followed by a New Years DJ night.

These events are familiar and have a well-known reputation within the surrounding areas which is proven in the requests to hold personal family events, for example birthday parties and funerals.

Aside from hosting many events that include the people of the area, Jackie also employs local people within the business. The local gardening (Peter Jaynes – Gardener) visit the premises every Monday to Friday morning to attend to the grounds. This ensures that the gardens are kept beautiful and of a high standard. From a local business community perspective, Jackie uses the services from a Glass Recycling (Wakefield Environmental) , a chalkboard artist (Emma Sayles Chalkboard Artist), Topcliffe Grange Farm which are located within a 30 mile radius of the pub.

Not only are the above aspects important and a priority for Jackie within the business but Jackie regularly works with young adults, friends of the establishment and elderly people to provide work experience and enhance skills. It is clear that the members of the public within the surrounding area appreciate and support what the pub provides as the Hare & Hounds is a regular nominee for WF3 Kindness Awards. This is a local community charity working across Tingley, Ardsley, Thorpe and surrounding areas. In April of 2024, the Hare &

Hounds was awarded “Outstanding Contribution Award (Connecting WF3)” with one nominator stating “I’m so comfortable in that pub, it’s like a warm hug on a miserable day”.

2023 was a special year for Hare & Hounds and awards as they were nominated for every category with wins in the “Special Recognition” category and Jackie winning the “Outstanding Contribution Award”. One endorser stating “We all know how good the Hare & Hounds are, but this is under Jackie’s watch – she leads by example, she cares for the community, it’s groups and it’s people”.

This further evidences the nature of the pub and how it is recognised as a cornerstone of the community.

6. BUSINESS PROCESSES

To ensure that patrons and visitors of the Hare & Hounds continue to enjoy the warm and welcoming atmosphere they've come to expect, a great deal of thoughtful preparation takes place behind the scenes—both before opening and after closing. These efforts not only support smooth and efficient operations but are also guided by a strong commitment to minimising our environmental impact, both now and in the future. Every step has been purposefully and mindfully designed with sustainability in mind.

Please note, this list is not exhaustive.

Staff Inductions – New staff members are usually assigned the same shift pattern as a knowledgeable member of staff so that they can get a hands-on experience and can see the tasks are required to be completed on a first hand basis. Staff are assigned compulsory online training to complete to ensure they are qualified and knowledgeable in their roles.

Glass Recycling – Understandably, glass waste is produced rapidly and consistently at the Hare & Hounds and this was recognised as something that needed assessing. In approximately 2018, Jackie reviewed the quantities of glass waste and how this could be improved. The Hare & Hounds has since been a customer of Wakefield Recycling. They strive send zero glass products to landfill and that all glass is repurposed or reused.

Waste Reduction – All waste produced is separated into categories; glass, food waste and cardboard. Each waste product has a designated and signed area so all employees know where the waste disposal areas are. Glass and cardboard is collected separately by a specific company who recycles glass and cardboard at a recycling plant in Wakefield. Food waste has reduced by approximately 40% since working with a local small holding who take our vegetables peelings to turn into feed for their farm animals.

Energy Bills - The Hare & Hounds, like many characterful buildings of its age, faces certain challenges when it comes to energy efficiency—our main building is over 100 years old, and naturally, that brings some limitations. As a result, our

energy and water bills tend to be consistently high. However, we're always looking for ways to reduce our environmental impact and make meaningful improvements where we can. So far, we've introduced a water meter to better manage usage and installed motion-sensor lighting in our outdoor buildings to help conserve electricity. We're committed to ongoing assessment and thoughtful changes, doing what we can to operate more sustainably—even within the unique constraints of a heritage property.

Packaging – We're committed to making sustainable choices wherever possible, which is why we ensure that our packaging is either compostable, made from recycled materials, or designed to be reusable. During covid in 2020, Hare & Hounds was a hub for the community; providing refreshments to local walkers and ramblers. Even providing food deliveries to elderly members of the community. This is when it became paramount for us to be more conscious of what we provide the environment, the community and our planet. We have estimated that since this switch to recycled packaging, we have stopped 1.5 tonnes* from going directly to landfill. While we strive to maintain consistency, we're always reviewing our practices to improve and adapt wherever we can.

*[One pack of 100 napkins = 750g | Average amount of meals sold per year (based on approx. 200 per week) = 9600 meals | divide by 100 napkin pack | $96 \times 0.75\text{kg}$ | $\times 5$ years = 360kg

One pack of 100 12" pizza boxes = 9.75kg | average amount of pizzas sold per year 2400

(based on approx. 50 per week) = 2400 pizzas | divide by 100 pizza box pack | $24 \times 9.75\text{kg}$ | $\times 5$ years = 1170kg

Add the two together $360\text{kg} + 1170\text{kg} = 1530\text{kg}$ or 1.5 tonnes]

Cooking Oil – We have a company that visits every month to collect our used kitchen oil. This requires more investigation.

New Projects – For any and all new projects or renovations that will be/have been completed within the property and grounds, a main priority is to use reconditioned or recycled materials where possible.

Cask Marque Accreditation – To achieve these standards, we must consistently deliver beer of exceptional quality in terms of taste, temperature, aroma, and presentation. The Hare & Hounds has proudly earned this accreditation by demonstrating excellence in every aspect of our beer service, from the condition and cleanliness of our beer lines and glassware, to the careful management of stock, storage, and cellar temperature. This not only ensures a consistently high quality drink for every customer, but also promotes efficiency across the business, reducing drink wastage and maintaining freshness.

Suppliers & Brands – The suppliers and brands the Hare & Hounds work with are not only selected for quality—they also align with our values. Many of them are committed to environmental sustainability and economic responsibility, which also plays a part in our decision to partner with them. For more information on our suppliers, see Section 4. Suppliers & Brands.

7. STAFF TRAINING & AWARENESS

Staff training and online courses in Food Safety, Allergen Awareness, Guest Excellence, and Manual Handling amongst others, are absolutely essential. They ensure a high standard of service, safety, and legal compliance. All online training is completed through CPL E-Learning which ensures that policies and legal legislations studied are up-to-date.

Food Safety training is critical in preventing foodborne illnesses, which could have severe health implications for customers and reputational damage for the establishment. Proper handling, storage, and preparation of food, along with an understanding of hygiene practices, ensure that the food served is safe and of the highest quality. Allergen Awareness is equally vital, as customers with allergies rely on the establishment to provide accurate information regarding ingredients and potential risks. A lack of understanding in this area can result in serious allergic reactions, legal consequences, and a loss of customer trust. Guest Excellence focuses on enhancing customer service, ensuring that guests have a pleasant, positive experience, and encouraging repeat visits. This training helps staff understand the importance of creating a welcoming, friendly, and efficient environment, which directly impacts customer satisfaction and business success. Manual Handling courses are necessary to prevent workplace injuries caused by improper lifting, carrying, or handling of objects. These injuries not only cause harm to staff members but also result in financial losses and disruptions in service. Providing staff with the necessary training ensures a safer work environment, boosts morale, and ultimately enhances the quality of service and safety standards in the Hare & Hounds.

Staff inductions are an important part of the onboarding process for any new employee, as they lay the foundation for a successful and smooth transition into the workplace. An induction ensures that new staff members understand the expectations of their role, our culture, and key policies and procedures. This process helps to familiarise them with their responsibilities, the our values, and how they fit within the overall structure of the business. It also serves as an opportunity to introduce health and safety protocols, workplace etiquette, and any specific training needs, ensuring that the employee is equipped to perform their job safely and effectively from day one. A thorough induction also fosters a sense of belonging and inclusion, helping new staff feel welcomed and

supported. This not only boosts employee morale and confidence but also reduces turnover rates, as new hires are more likely to stay in a role where they feel well-prepared, informed, and valued. Ultimately, a strong induction process sets the tone for a positive working relationship, promotes productivity, and enhances the overall performance of the team.

8. HARE & HOUNDS ENVIRONMENTAL CONTRIBUTIONS

The following section outlines the specific sustainable practices we have implemented to minimise our environmental impact, from waste reduction and energy efficiency to sourcing locally and using sustainable materials. By detailing these efforts, we aim to highlight our commitment to sustainability and the positive role we play in supporting a more environmentally conscious future.

Whilst this list covers the main points, there may be other contributions not mentioned here.

Building & Outside Bar

The age of the building presents constraints on implementing some sustainable practices. This factor has been considered when evaluating options for improving efficiency and minimising environmental impact.

- Use low energy* LED bulbs in all light fittings throughout.
*with halogen banned in Sept 2021 & fluorescent banned in Sept 2023
- Installed motion sensor lighting in outside bar.
- Ensure boiler system is set to 'eco' setting at all times.
- Use re-fillable soap dispensers in all bathrooms.
- Use eco-friendly cleaning products where possible.
- When considering all garden projects involving the use of wood, we prioritise sourcing reconditioned and recycled materials whenever possible.
- The piano situated in the outside bar was a community donation, keeping it from being discarded in a landfill.

Seating & Decorations

- Table numbers are produced using a recycled 'Hendricks Gin' bottle with a wooden spoon citing the table number.
- All sofas situated in the outside bars are reconditioned and provided through the local community.

Kitchens

- All staff are made aware that all kitchen appliances are not to be pre-heated for other reasons than to prepare meals.
- Ensure that there is a plug available for every sink with a displayed "Plug the Sink" poster.
- Ensure "Save Water" posters are displayed next to sinks.

Packaging & Materials

- Ensure packaging purchased for 'take-out' meals are either biodegradable/compostable, made with recycled materials or are reusable.
 - Ensure paper napkins which are provided with meals and drinks are either biodegradable/compostable, made with recycled materials.
 - Paper straws only* are available at the bar
- *with plastic use banned in Oct 2020

9. STAR PUBS & BARS SUSTAINABILITY MISSIONS

As a “Leased & Tenanted” pub, our parent company includes us into their broader sustainability commitments, positioning us as a key, yet minor, element within a larger framework. While our individual contributions may appear modest, they are far from insignificant. We acknowledge that every sustainable change we implement, no matter how small, plays a vital role in advancing the overall goals. By aligning ourselves with our parent company’s sustainability promises, we ensure that our efforts, have a meaningful and lasting impact on the bigger picture.

“This makes every Star Pubs venue an automatic participant in one of HEINEKEN UK’s biggest commitments, and as a Star Pubs licensee, it makes you part of the mission too.” - [Environmental Sustainability | Star Pubs | HEINEKEN UK](#)

Heineken established a “Brew a Better World” ambition back in 2010. This initiative focuses on sustainability by aiming to positively impact the environment. Since 2010, Heineken has expanded and updated their goals with the most recent emphasis on their 2030 targets. By 2030, Heineken were aiming for 100% sustainably sourced ingredients on the path to zero impact, as of 2023 they were 77% of the way there.

When referring to sustainability, this doesn’t just apply to environmental sustainability but social too. This is where the Hare & Hounds flourishes. Research by the Marmalade Trust Charity revealed that 46% of the British adult population experience weekly feelings of loneliness. At the Hare & Hounds, one of the ways we tackle this is by facilitating social events and ensure these are held on a regular basis and are available to all of the community. More information on our community can be found in Section 5. Community Contributions.

10. FUTURE GOALS / WISH LIST

This section is used as a raw-list of ideas and an area to collate and explore future concepts. The following items are not sorted by date or relevance.

Fairs / Craft or Food Fairs – the possibility of hosting fairs in the garden area. Initially could be a local business fair (any sectors of business). This would introduce connections and opportunities for networking within the local and wider community.

Herb Wall - Create and grow a herb wall (possibility to include edible flowers if available with climate) across the long fence near the pods. This would create a visual and sensory display whilst creating our own selection of herbs to be used in our meals & drinks.

Bird boxes & Bug Hotels - To tie in the above idea, within the same area, install bird boxes and bug hotels. This creates a suitable area for local wildlife and insects to regenerate bug and insect populations.

Bee & Butterfly Wild Flowers - Enhance and plant a wider variety of wild flowers in the smaller garden area situated at the rear of the Garden Bar.

Hedgehog Garden – Create an area along the edge, at the back of the outside bar which would be suitable for hedgehogs to help conserve the local population. Use old chalkboards to create a sign to add to the visual display the garden would create.

Collect Rainwater - Refurbish our current garden barrels to collect rainwater. These could have a tap installed near the bottom to ensure the easy fill of water cans and the like.

Scarecrow Festival – Hold a scarecrow festival or something similar within the community. Would be a local hunt throughout the village and similar to the Easter Hunt. Partnership with community.

Bottle Lids - Save used beer bottle lids. Reach out to a local artist who creates art with these items. Suggest to display the art for auction or for simply coverage.

Showcase Brands - Partner with drink brands and showcase them. If a particular brand or drink style is on offer, showcase their sustainable processes and what they are doing to be carbon-neutral.

Short-term Goals (Early 2026)
 Energy walk-round logs
 Waste scan
 Delivery packaging reduction
 Cellar calibration
 Cleaning chemical concentrates
 Recycling stream clarity
 Medium-term Goals (Summer 2026)
 Water-saving garden upgrades
 Glass crusher introduction
 Local supplier mapping
 Heat recovery / cellar airflow
 Upcycling & reuse wood materials
 Long-term Goals (Winter 2026 & Beyond)
 Solar feasibility study
 Rainwater harvesting
 Seasonal/bespoke staff training
 Expanded biodiversity practices

Improvement Plan 2026 – A working document where ideas are noted and will evolve and develop based on day to day business practices.

PART 1 — IMMEDIATE LOW-EFFORT IMPROVEMENTS

PRIORITY

Minimal Impact to Workload

INSTANT WIN 1 — Energy Efficiency Audit (20 minutes) – Tracking sheet already created

Have one staff member walk the pub at open and close for one week and record:

- lights left on
- exterior heaters left on
- cellar fan cycles
- seals around coolers in tact
- anything plugged in that doesn't need to be

Saving : £1,200–£2,000/year. Based on average energy prices

This creates an auditable log for future reference and identifies instant savings.

INSTANT WIN 2 — Cellar Temperature Calibration

Apparently pubs run cellars 1–2°C colder than necessary.

Correct range is 11–13°C.

Every degree too cold = 4–8% extra energy use. £350-£700 per year.

This is an immediate cost reduction with zero effort once adjusted.

INSTANT WIN 3 — Deliveries & Packaging Reduction

Track packaging waste for 7 days. Tracking sheet already created.

Then send one evidence-based email to suppliers asking for:

- fewer cardboard boxes
- consolidated deliveries
- reduced plastics
- reusable crates where possible
-

Completing these audit requests, shows compliance-level sustainability and provides evidence of accountability.

Potential: 5–10% reduction in weekly packaging waste volume.

INSTANT WIN 4 — Waste Food Scan (3 days)

Don't want to introduce new systems or processes at this stage.

Just record what is most commonly thrown away, maybe a tally chart. E.g. if 5 chips are thrown away in every meal, reduce chip portion size when ordered as part of a meal and save a bag of potatoes a week.

This could reveal some real savings:

- portion size too large?
- table returns repeating?
- certain veg never fully used?
- items expiring before use?

Reduce waste by 15–20% without customers noticing any changes or any financial effect.

INSTANT WIN 5 — Cleaner Chemical Concentrates

Switching to super-concentrated, low-packaging cleaning products cuts. Can be made into a big statement and wouldn't create waves for processes:

- plastic waste
- storage clutter
- chemical costs (20–40%)

INSTANT WIN 6 — Recycling Stream Clarification

Train staff with a one-page cheat sheet:

“Green bin = X

Black bin = Y

Cardboard = flattened only

Glass = here

Food waste = here”

Simple, visible, and auditable.

Good housekeeping sustainability – meaning that maintaining sustainability has to be included in our day-to-day actions and be visible.

PART 2 — MEDIUM-TERM ACTIONS (SUMMER 2026)

Probably our biggest financial gains will be here.

These actions will require planning and organising but should be our biggest savings.

MEDIUM 1 — Garden Water Management Upgrade

With your large gardens, you can save £600–£1,400 per year with:

- water butts
- moisture-retaining mulch
- smarter watering schedule
- drought-tolerant planting (already partially implemented)

These produce clear, measurable, annual savings.

MEDIUM 2 — Glass & Bottle Waste Optimisation

Optimise weight reduction.

Crushed glass = cheaper collections.

A simple glass crusher saves:

£60–120 per month

large bin overflow fees

space

labour time

This can be in our 2026/2027 plan.

MEDIUM 3 — Cooler & Cellar Heat Recovery Fans

Installing a simple £60–90 extraction fan improves:

- cellar temperature consistency
- beer quality
- energy cost
- cooler lifespan

[Heat Recovery & Reuse | Veolia UK](#)

MEDIUM 4 — Local Supplier Mapping (for 2026 update)

You already have local suppliers — but you need to map them visually.

“Distance from pub” chart = powerful evidence.

It is good visual evidence and a simple document to show that the locality of our suppliers is an important factor. This is also a visual aid for the team.

No changes needed — just formalised documentation.

MEDIUM 5 — Reuse & Upcycling Programme

We are already doing some of this but we need formalise it:

“Every year we refurbish X% of outdoor furniture instead of replacing it.” We set a budget of X amount every year to replace but we have saved X amount by refurbishing and saving x weight into landfill.

“All Christmas trees and decorations are reused or repurposed.”

“Surplus items donated locally.”

This becomes auditable and measurable.

PART 3 — LONG-TERM ACTIONS (WINTER 2026)

LONG 1 — Solar Analysis (NOT installation)

A consultant-level move:

Run a cost/benefit feasibility study, even if installing solar is not manageable in the near future. It counts as sustainability progress.

LONG 2 — Staff Sustainability Training (micro-sessions)

5-minute briefings quarterly:

- Waste
- Energy
- Recycling
- Cleaning concentrations
- Seasonal tasks

Small but auditable and reinforces staff training.