

## ROYAL LANCASTER LONDON CSR POLICY

### OUR POLICY

Our vision at Royal Lancaster London is simple, yet uncompromising, “We Always Care”. It is not only an ethos that delivers enriched experiences for our guests and our invaluable team, but it also drives all aspects of corporate and social responsibility. We are committed to minimising the impact that we have on the environment and mindful of all that we can do to reduce energy consumption, conserve natural resources, increase recycling and reduce waste. We are also committed to ensuring that our business is conducted ethically and with integrity.

### OUR EMPLOYEES

We always care about our colleagues, we believe that happiness at the heart of our hotel puts happiness in the hearts of our guests. We’re strongly committed to equal opportunities and diversity and work hard together to ensure that we provide a rewarding working culture and environment.

We always care about ensuring safe working conditions and on-site occupational health for all our colleagues and carry out bi-annual engagement surveys which allows us to continually maintain and improve on the highest standards.

We always care to provide a wide variety of opportunities for our colleagues, succession planning and developing talent within the business and through nationally recognised qualifications. We also offer work experience and apprenticeship schemes, helping to inspire and attract new talent to our industry.

We promote a culture of environmental awareness, educating and training our colleagues in the best working practices and offer motivational benefits such as the ‘cycle to work scheme’ and season ticket loans.

### OUR GUESTS

We always care about engaging our guests to help us respect our green Initiatives, for instance during their stay we encourage the re-use of towels and bed linen. Our environmental “We Always Care” commitment is intrinsic to our brand and so we constantly seek to inform and enlighten our guests.

## CHARITY AND THE LOCAL COMMUNITY ROYAL LANCASTER COMMUNITY CONSORTIUM

We always care about our local community, supporting charities and encouraging employees to get involved in activities and fund raising challenges. In 2018 our HR Training Officer went on the Vietnam Trek with Springboard UK and raised nearly £5000. It is an important part of our ethos to inform and motivate our employees to participate in our green initiatives.

We support five charities within Westminster through various fund raising activities and events. In 2018/19 we are supporting: West London Mission; COSMIC (Children of St Mary's Intensive Care); Woman's Trust; Orion Orchestra and Sleepsmart and our guests donate £1 per stay.

### **OUR ETHICAL POLICY**

We always care that our supplier relationships are based on lawful, efficient and fair practices. We only work with those who comply with laws in the countries in which they operate and we expect them to treat workers fairly and provide a safe and healthy work environment without forced or compulsory labour etc.

### **OUR ENVIRONMENTAL INITIATIVES**

We always care about our impact on the Environment. Where possible we exceed legislation and regulations by taking a proactive approach and promoting a culture of environmental awareness. We have a dedicated CSR Team with representatives from all departments meeting on a regular basis. Through every aspect of our business we endeavour to be energy efficient, to reduce our carbon footprint, maximise recycling, minimise waste and conserve natural resources.

We monitor energy use weekly and have implemented a number of initiatives to achieve energy reduction such as LED lighting, occupancy sensors and the installation of energy efficient pumps and motors.

We have driven a series of initiatives to achieve water reduction, installing water saving devices throughout the hotel. Working closely with our waste-management company we've achieved a zero landfill status. We are committed to recycling and reducing waste which not only covers all glass paper, plastic and cardboard but includes procedures for all electrical and electronic waste under the WEEE directive.

We also have a Sustainability Initiative which is key to our purchasing and procurement strategy including, food, beverages and all products where possible. We're passionate about supporting the urban honey bee population. Consequently we became famous for installing a honey farm on our roof back in 2009 and soon after we were crowned the 'London Beekeeper of the Year'. The honey from our Hyde Park bees, a delicacy for our guests, symbolises how inspired we are to help drive local environmental initiatives. Our chefs source the best products and ingredients worldwide and much through local London suppliers, being mindful of reducing mileage and deliveries where we can.

### **AWARDS**

We always care about awards: We take pride in having won many awards over the years for our hotel and hospitality but perhaps those we are most proud of are those for our green initiatives.

2019 The Cateys Manager of the Year – Sally Beck

2019 The Cateys Accessibility Award

Green Tourism for Business Scheme (GTBS) accredited Gold Star

2018 Sunday Times 100 Best Companies to Work For

2018 GIFFTS Award for Excellence in Community Service