

ROYAL LANCASTER LONDON CSR POLICY

OUR POLICY - 'WE ALWAYS CARE'

Our vision at Royal Lancaster London is simple, "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 our 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 are strongly committed to equal opportunities, diversity, and working 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 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', season ticket loans, free meals on site whether working or not, a wide benefits package and pensions and a fair and transparent service charge that covers all team members.

OUR GUESTS

We always care about engaging our guests to help us respect our green initiatives. We take time to ensure our guests are aware that London tap water is not only safe to drink but also a great tasting water and offer it in refillable carafes in all guests' rooms - saving over 800 bottles of single use plastic each day.

Through Hotels for Trees, we encourage our longer stay guests to skip their daily room clean and in return, we'll plant a tree on their behalf. This supports global forestation projects and helps guests to compensate a part of the CO2 impact of their journey. Our environmental "We Always Care" commitment is intrinsic to our brand and we are proud to say that we have no single use plastic in any of our guest rooms. 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 fundraising challenges. We support four charities within our local Westminster area through various fundraising activities and events. We support: West London Mission; (a homeless charity) COSMIC (Children of St Mary's Intensive Care); Woman's Trust (helping women out of sex trafficking) and Sleepsmart as well as supporting the lonely and isolated in the area by sponsoring and supporting afternoon teas and lunches. Our guests

can choose to donate £1 per stay and we aim to match fund those donations through organising sleep outs and fundraising activities throughout the year.

OUR ETHICAL POLICY

We always care that our supplier relationships are lawful, efficient and fair. 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. We support the Modern Slavery Act and are founder members of the Hoteliers' Charter advocating fairness, transparency and a good working environment for all in hospitality.

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. All of our employees are active members of our Sustainability and Environmental Team. We hold a bronze accreditation with EarthCheck who are our chosen partner on our journey to Carbon Zero. We track our utilities and our waste management as well as our carbon output for our food and menu production. 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 on a weekly basis 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 have 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 have added a utility reducing monitoring system in our guest rooms that turns off under floor heating, towel rails and air-conditioning when the guest is not in the room.

We also have a Sustainability Initiative which is key to our purchasing and procurement strategy including, food, beverages and all products where possible. We are passionate about supporting the urban honeybee 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.

2023 EarthCheck Bronze Benchmarked

2022 The Cateys Best Conference and Banqueting Team

2021 Springboard Virtual Awards for Excellence - Best Employer

2019 Preferred Hotel Manager of the Year

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