

## Sustainability Policy - Royal Crescent Hotel and Spa

The Royal Crescent Hotel and Spa recognises that as a hospitality business we inevitably impact the environment and our local community, and we understand that we have a responsibility to mitigate our impacts. With this in mind we are committed to implementing sustainable practices across our operations that will support and make a positive difference with our environment, local communities, charities, schools and businesses. We also realise that our sustainability journey includes improved support for biodiversity both in areas we control (our gardens) and in the surrounding areas.

Our vision for 2022 and beyond included working towards our Green Key accreditation, which we achieved in May 2022. We understand that becoming a more sustainable business requires dedication, continuous improvements and embedding sustainable practices across all levels from management to the housekeeping staff.

This sustainability policy serves as a framework for all stakeholders to use as guidance for the general operation of the hotel and to understand its application within their role. Stakeholders include internal and external employees and hotel guests (where applicable).

**Environmental Commitment** is at the heart of our concerns and our objective is to actively participate in its protection through our commitments.

Our commitment takes into account a broad section of issues and in general considers our impacts on the following issues:

- Measure the usage of our energy and water resources on a monthly basis and implement reduction strategies for both
- Look for ways we can improve how we address the circular economy principles
- Support initiatives in the field of nature conservation and biodiversity
- Reduce and measure our CO2 emissions on an annual basis using the Hotel Carbon Management Initiative (HCMI) measuring tool.
- Reduce use of pollutants and harmful chemicals both outside and inside the hotel. Wherever possible make sure cleaning materials are eco-friendly
- How we dispose of waste has an impact on the environment therefore we aim to reduce our waste output by recycling more items, reducing plastic inputs in our supply chains, and making sure these inputs are correctly managed
- Sourcing local produce also helps reduce environmental impacts and we aim to look for more local suppliers to assist our efforts
- Increase the awareness of our guests, staff and suppliers of our and their environmental responsibilities
- Encourage staff and guests to get involved in environmental support

**Social Commitment** encompasses how we impact and support social, cultural and economic issues associated with the hotel operations.

The health and safety of our staff and guests is of primary concern, as is enhancing our supportive relationships with our local community. To date we have close links with charities that support homelessness, hospitality workplace training and offer accommodation support for hard-working volunteers in Bath.

All our staff are given opportunities and encouraged to take part in our community initiatives. In addition, all colleagues receive general sustainability training as well as awareness-raising, hereby providing opportunities for our colleagues to develop their talents and skills to achieve their greatest potential.

The Royal Crescent was built in the 1700s and forms part of the rich cultural history of Bath. It first became a hotel in 1983 and over the years has been restored and improved to the iconic hotel it is today. Local cultural excursions around Bath are available to guests and highlighted in our guest directory in the sustainability section, along with information about sustainable transport. We are looking for ways to improve our sustainable tourism model and with this in mind we have plans to install more EV charge points for our guests (we already have three, which are free for guests to use).

All employee hiring follows national regulations with regards to labour rights and equity and does not discriminate against any of the following: gender, disability, age, race, religion or sexual orientation and supports the equal treatment of women and minorities.

We are committed to maintaining a safe and secure working environment for all our employees and provide a number of policies, training and benefits:

- Employee Assistance Programme - provides a safe space for incident reporting and mental wellbeing advice
- Benefits package - includes discounts, free lunches, bonuses, events and career progression
- Anti-Terrorism training
- Health & Safety and Fire training
- Health & Safety policies and plans
- Employment policies - including being paid a living wage as minimum, formal contract and Code of Conduct
- All staff hiring is managed by each department head with support from an external HR agency