



ROYAL GARDEN HOTEL  
LONDON

## CORPORATE SOCIAL RESPONSIBILITY POLICY STATEMENT

The Royal Garden Hotel's mission statement is *"to be internationally recognised as London's most flexible 5 Star Hotel offering excellent value where distinction in service comes naturally"*.

To maintain and improve our business and to achieve our objectives each of the following points are built in to our day to day activities and work ethic:

### SOCIAL

#### Learning and Development:

People are the most important part of our business and it goes without saying that our excellent service comes from our most prized asset – our people. That is why we are committed to the continuous learning and development of our team members and encourage them to achieve their potential through guiding, supporting and investing in training each one of them.

#### Travel:

Our employees are taught to be aware of the impact that travel has on our future whether travel is required in their association with the business or just in their commute to work. Where business travel is undertaken on the Hotel's behalf the requirements and needs relating to the travel are assessed on an individual basis and means of transport resourced as the most sustainably as possible.

#### Diversity and Equality:

As a Hotel we strive to incorporate diversity and equalities into everything we do. Equality and diversity flows through our core values and is an integral part of our business. We are wholeheartedly committed to continued action in tackling inequality and promoting diversity.

#### Duty of Care:

We are committed to producing a caring and supportive working environment which is conducive to the welfare of all employees, which enables them to develop towards their full potential.

We take seriously our duty of care for all employees whilst at work and to ensure all working practices are safe and all risks are assessed on a regular basis and that Health and Safety is of paramount importance.

## COMMUNITY

### Engagement:

To ensure our efforts are having an impact on real local needs we endeavour to provide our employees with the opportunity to support the local community and organisation through volunteering work and initiatives whether that is assisting children with literacy skills or providing food for the elderly community. We also recognise that our employees have their own passions and allow and encourage them to continue supporting and contributing in their own ways to community initiatives.

We are passionate about educating our future business people and showcasing the Royal Garden Hotel and the hospitality industry. We have built and continue to cement relationships and partner local schools, colleges and Universities. We offer student placements and periods of work experience throughout the year, together with show rounds and tours for students and also present the Hotel and the industry at educational establishments throughout the UK.

## SOCIETY

### Charity:

The Royal Garden Hotel is proud of its charitable and community giving achievements. We aim to contribute to worthy causes wherever we can and support a wide range of national, local and hospitality industry charities. In the last year, we committed over £60,000 of donations in kind. Our employees are also encouraged to give their time and skills to a variety of causes on behalf of the hotel or independently.

## ENVIRONMENT

### Our Policy:

The Royal Garden Hotel Limited is committed to the implementation of proactive measures to help protect and sustain the local, national and global environment for future generations. The Directors recognise the impact of its operations on the environment and aim by increasing the understanding in respect of these activities to minimise any detrimental effects that may occur. By working together we can create a safe and clean environment and ensure that environmental issues are kept at the forefront of everyone's mind and given proper attention at all times.

We seek to conserve natural resources by ensuring the responsible use of energy, water and materials and still provide the quality of service deserved by our guests.

## ECONOMIC

### Our Product:

We will continue to invest and develop our product for our guests and customers. As part of this process we will endeavour to recommend alternative solutions that reduce environmental costs of these services as well as focus on more sustainable service delivery.

### Our Purchasing:

We will continue to promote transparent sustainable purchasing, ethically sourced from local suppliers where possible that have minimal environmental impact. These include items such as packaging, recyclable products, local sourcing of services and products and energy efficient electrical equipment.

### Our Promise:

The Royal Garden Hotel will continue to trade as a sustainable profitable business and to provide employment. The Company will continue to be an active participant within the local community as well as promoting and setting an example within the hospitality industry.

A handwritten signature in black ink, appearing to read "Jennifer Carmichael". The signature is fluid and cursive, with a horizontal line underlining the name.

Jennifer Carmichael  
Director