

EDWARDIAN  
HOTELS

LONDON

2015 RESPONSIBLE BUSINESS ANNUAL REPORT



## PAUL MANSI

Chief Operating Officer

As I look back at the past 12 months at how the Responsible Business program has evolved and progressed at Edwardian Hotels London, I consider myself fortunate to work for an enterprise that is committed to creating positive change and enhanced well-being in the lives of the people we connect with every day – our colleagues, guests, neighbours and local community. Simply caring for both people and planet is the centre of everything we do.

My work takes me around all the hotels, where I have the privilege of witnessing the deep, authentic hospitality and positive change that our colleagues at every Edwardian Hotel provides to our guests. Their commitment highlights for me the responsibility that we have as a company to also care for our people, the communities where we operate, and the natural environment that is so essential to our collective well-being. To us, therefore, our business growth must also be “thoughtful growth”.

Thoughtful growth means mindful growth - that we continue our commitment to care as we grow and expand our business. Our hotels create meaningful and long term employment at every level, and our colleagues receive professional support so they can achieve their greatest potential. We constantly seek to improve our overall footprint impact of our management and operations, inspire, nourish and support people who are making the world better. And our hotels enrich their local communities by stimulating local economies and supporting the expansion of the sharing economy.

The corporate responsible strategies are also smart business practices. The company's Responsible Business platform and luxury without pretension values, guides us in how we live our mission, how we care for our guests, how we invest in our communities and how we improve and enhance our overall ecological (including carbon) and water footprint. Our culture of making people feel special means they stay with Edwardian Hotels London for their entire careers. Our support for social responsibility and employment in our communities creates a deep pool of local talent to hosts and guests

This report highlights just some of the committed efforts we are making across the group and we are excited that we are able to share this with you and in the process we hope to inspire others towards this purpose. Doing our part to restore and preserve our only liveable ecosystem means our hotel locations continue to be desirable destinations for future generations. Simply, as our industry grows and we consolidate our presence, our approach to Responsible Business and The Circular Economy is becoming even more relevant and important to our future success. In 2015 we continued to drive forward our Responsible Business program and strategy with commitments that will advance consciousness, connection and cultural transformation in ways that will take the Edwardian Hotels London to new levels of reach and positive impact.

I am proud of the work that we have done as responsible corporate citizens for more than 40 years and I am pleased to showcase this work in our 2015 Responsible Business annual report. Thank you for joining us in this journey.

EFFECTIVE RESPONSIBLE  
BUSINESS MANAGEMENT

## RESPONSIBLE BUSINESS MISSION STATEMENT

At Edwardian Hotels London, we're passionate about being Memory Makers for all of our guests, and all of our hosts. Through our commitment to our 3D strategy, we will:

- Develop the organization by being responsible in our actions wherever necessary.
- Delight by ensuring our hosts have enjoyable experiences whilst at work, and equally our guests have positive experiences in our hotels, restaurants, bars or spas.
- Deliver and foster positive change, through solutions that enhance the wellbeing of both people and planet.



## Our Top Reasons for Being

### 1. Responsible and Restorative Business Management (including CSR)

To create a dynamic equilibrium of shared passion and profit by staying true to our core values in ways that deliver greater performance and value for the individual, organization and planet.

### 2. Responsible Food & Beverage

To create and build a healthy food system which is based on the understanding that food is an essential celebratory and culturally vital component of our lives.

### 3. Positive and Clean Energy Management

To continuously strive towards improving our overall carbon footprint through usage of innovative clean and renewable sources, resources and technologies.

### 4. Responsible Water Management

To improve our water footprint impact with emphasis on production, usage and consumption in all areas of operations (including the sourcing and supply chain).

### 5. Zero Waste Management

To do our part by creating a resource efficient built environment by improving and efficiently monitoring our waste (and yours) through zero waste management with emphasis on the circular economy.

### 6. Responsible Air Quality Management

To maintain good indoor air quality (IAQ) in order to improve the health, productivity and comfort of all building occupants.

### 7. Responsible Sourcing and Procurement

To promote a responsible sourcing and procurement program with an emphasis on using transparency and traceability analysis for our supply chain to assist us to improve our adverse ecology and social impacts.

### 8. Low Carbon Mobility

To promote and advocate for low carbon and smart mobility on the basis of its positive and enhanced impact on human conditions, air cleanliness, noise avoidance, use of public space and energy efficiency.

### 9. Thought Leadership and Awareness Raising

To create a higher level of self-empowerment through thought leadership – the kind that differentiates you from the competition.

### 10. Wellness

To create a healthy bottom line by promoting and encouraging evidence based wellness for our guests, hosts, local community and nature, which is fostered through a culture of healthy and active lifestyles.

## 1. Responsible & Restorative Business Management

Edwardian Hotels London is working towards becoming a responsible business with a view to creating a financial statement that will highlight the success of measuring everything we do in a responsible manner and will be alongside our key targets and aligned to our key areas of focus.

The four areas of responsible and restorative business management include:

### Social/Cultural

Focusing on local, be it by working with local suppliers through to engaging with local businesses and the community.

### Economic

Focusing on best practice which supports responsible business operations and has a positive effect on Edwardian Hotels London's bottom line.

### Wellbeing

Focusing on engaging and supporting local charities through various charitable activities, and supporting hosts by sharing our knowledge and skillsets from our chef tutorials to providing internships.

### Nature

Focusing on ensuring we are acting responsibly by monitoring all our natural resources.

During 2015, the reporting of key information has been progressing well, with all 11 key areas of focus being managed by a small intimate group, to help provide more focus and concentration leading to more of an impact. In partnership with the Considerate Hoteliers Association Con-serve software, Edwardian Hotels London have been enabled to calculate CO2 emissions using their software based on our half hour intervals of gas, electricity and our water consumptions and compare them to benchmark targets.

Using Con-serve software we have regular reporting on gas and electricity consumption with maintenance reporting on water levels, with this intelligent data we are able to respond quickly to any data abnormalities that may occur.

Focusing on ensuring we are acting responsibly by monitoring all our natural resources. Edwardian Hotels London has been working with the Green Tourism Business Scheme since 2010. Green Tourism are one of the largest sustainable certification programmes in the UK. Following the last inspection, we were awarded the "Gold" across all our hotel portfolio.

In addition to this we have been exploring ways to measure waste and laundry consumption to give us a more rounded document.

## 2. Responsible Food & Beverage

Edwardian Hotels London has been partnering with the Sustainable Restaurant Association (SRA) since 2011.

In 2015, we received a 2\* accreditation, with a 3\* accreditation target for 2016.

Edwardian Hotels London introduced a sustainable fish policy and worked more closely with their fish suppliers to understand and enhance their knowledge of the traceability of their fish stock and ensure we are only using sustainable fish.

We have introduced a supplier form, so that we understand where our produce is coming from, and build a better working relationship between both parties through regular communications. We have explored introducing a farm-to-table programme which will be a key focus for 2016.

## 3. Positive & Clean Energy Management

In partnership with the Considerate Hoteliers Association Con-serve software, Edwardian Hotels London enabled us to calculate CO2 emissions using their calculations based on our daily gas, electricity and water consumptions compared to benchmark targets.

Utilising the Con-serve software Edwardian will be in a better place to proactively manage the electricity and gas consumption moving forward.

In addition, we explored the feasibility of introducing solar panels; participated in Earth Hour 2015 and partnered with Carbon Clear to conduct ESOS energy audits at Mercer Street, Heathrow and New

Providence Wharf hotels to establish what our energy, water and gas.

Electricity consumption in 2015 was 32.3 kwh/bed night, which was a 1.6% increase from 2014. Since 2009, electricity consumption has reduced by 6.9%. For 2016, we are looking for a further 2% target reduction.

Gas Consumption in 2015 was 44.7 kwh/bed night, a marginal decrease of 0.3% since 2014. Since 2009, gas consumption has reduced by 10%. For 2016 we are looking at a further 2% target reduction.

The Carbon footprint for 2015 increased slightly from 21.32 to 21.77 Kg CO2 from 2014 figures. Since 2009, CO2 per bed night as reduced by 18.7%.

#### 4. Responsible Water Management

Edwardian Hotels London, have added water consumption to our internal KPI measurements, in line with both electricity and gas parameters, to avoid wastage and manage usage.

Water consumption in 2015 was 0.38 M3 per room night, a relatively small reduction compared with 2014. The overall variance was a reduction of 7.3% reduction.

Water reduction is a key focus for 2016 with plans to introduce automated gathering of water figures, along with initiatives on water usage reduction.

In addition, tap sensors were fitted to all guest and host toilets across the group to further enhance water management.

#### 5. Zero Waste Management

Edwardian Hotels London partnered with Globe Chain, a company that specialises in re-using any unwanted items through their Charity swap shop. We have asked them to recycle our pillows, duvets and chairs.

We have also had key conversations with Paper Round and will work towards achieving circular economy principles where all our waste is reduced, recycled or upcycled.

With our business philosophy focussed on delivering automated on-line technologies for both our hosts and guests, we have introduced a variety of internal online audit templates and automated reports. This removes the need for printing hard copies and has helped deliver key guest information to hosts whilst they are on the go.

#### 6. Responsible Air Quality

Edwardian Hotels London met with a company called XCO2, towards the end of 2015 so that we could focus on indoor air quality levels. This is a key area for us to develop in 2016.

#### 7. Responsible Sourcing and Procurement

Edwardian Hotels London have been focussing on introducing a responsible Sourcing and Procurement program with emphasis on Carbon Positive, fair trade, fair wage and "localism" where possible.

We renewed the introduction of a sourcing and procurement questionnaire to enable us to monitor our suppliers, and blocking new companies that do not supply traceability information. This process will continue into 2016.

#### 8. Low Carbon Mobility

Edwardian Hotels London have been in conversations with Tesla to install electric charging points at the Radisson Blu Edwardian Heathrow and the Radisson Blu Edwardian New Province Wharf hotels.

In addition, we have introduced bike racks within some of our hotels so hosts can cycle to work, and promoted Santander cycle racks that are in close proximity for guests to utilise if needed.

# 18.7%

CARBON FOOTPRINT REDUCTION SINCE 2009 - 2015

## GAS CONSUMPTION

Overall Gas Consumption reduction  
between 2009 - 2015

10%

This equated to a saving of £31,351.

## ELECTRICITY CONSUMPTION

Overall Electricity Consumption reduction  
between 2009 - 2015

6.9%

This equated to a saving of £70,994.

## WATER CONSUMPTION

Overall Water Consumption reduction  
between 2014 - 2015

7.3%

This equated to a saving of £124, 463.

EFFECTIVE  
RESPONSIBLE  
BUSINESS  
MANAGEMENT

## 9. Thought Leadership and Awareness Raising

- Edwardian Hotels London refreshed the Responsible Business committee and introduced small teams. This has enabled us to work a lot more dynamically and efficiently. We welcomed the product team so we can think more sustainably throughout the whole portfolio when looking at design and architecture.
- Started the process of revising the canteen boards so that they are more engaging and consistent throughout all areas.
- Started the process of revising the Responsible Business in house training.
- Participated in WWF's Earth Hour since it started in London, and it has become an annual event in Edwardian Hotels London's calendar.
- Introduced a Green Housekeeping Card initiative service to all guest bedrooms.
- Continued the monthly 'What's your Big Responsible Idea', where we invite hosts to suggest ways in which the organisation can make positive responsible changes. This approach has enabled us to increase the awareness of Responsible Business within the organisation, engage with all hosts and encourage responsible thinking.

Examples of 'What's Your Big Responsible Idea for 2015 include:

- Donna Wicks, Radisson Blu Edwardian Grafton hotel suggested using elastic on all Conference & Banqueting menus so that covers could be re-used.
- Kumar Mishra, Radisson Blu Edwardian Vanderbilt hotel, inclusive breakfast room number details and reduce hard copies and save on paper usage.
- Caroline Lauren Willstrand, Head Office, suggested starting a "Pedometer Competition" for our hosts to work together towards a goal and result in more healthy hosts.
- Samantha Garrod, The May Fair Hotel suggested recycling used coffee beans as potential plant fertiliser. This means that not only we are decreasing our environmental footprint, we are also adding vital nutrients to the ground to enable the healthy growth of plants.
- Viresh Shah, Edwardian Hotels London Central HR team, suggested installing sensor flushes on all urinals in toilets across the group to reduce the overall water consumption.

## 10. Wellness

### Edwardian Charity Fund

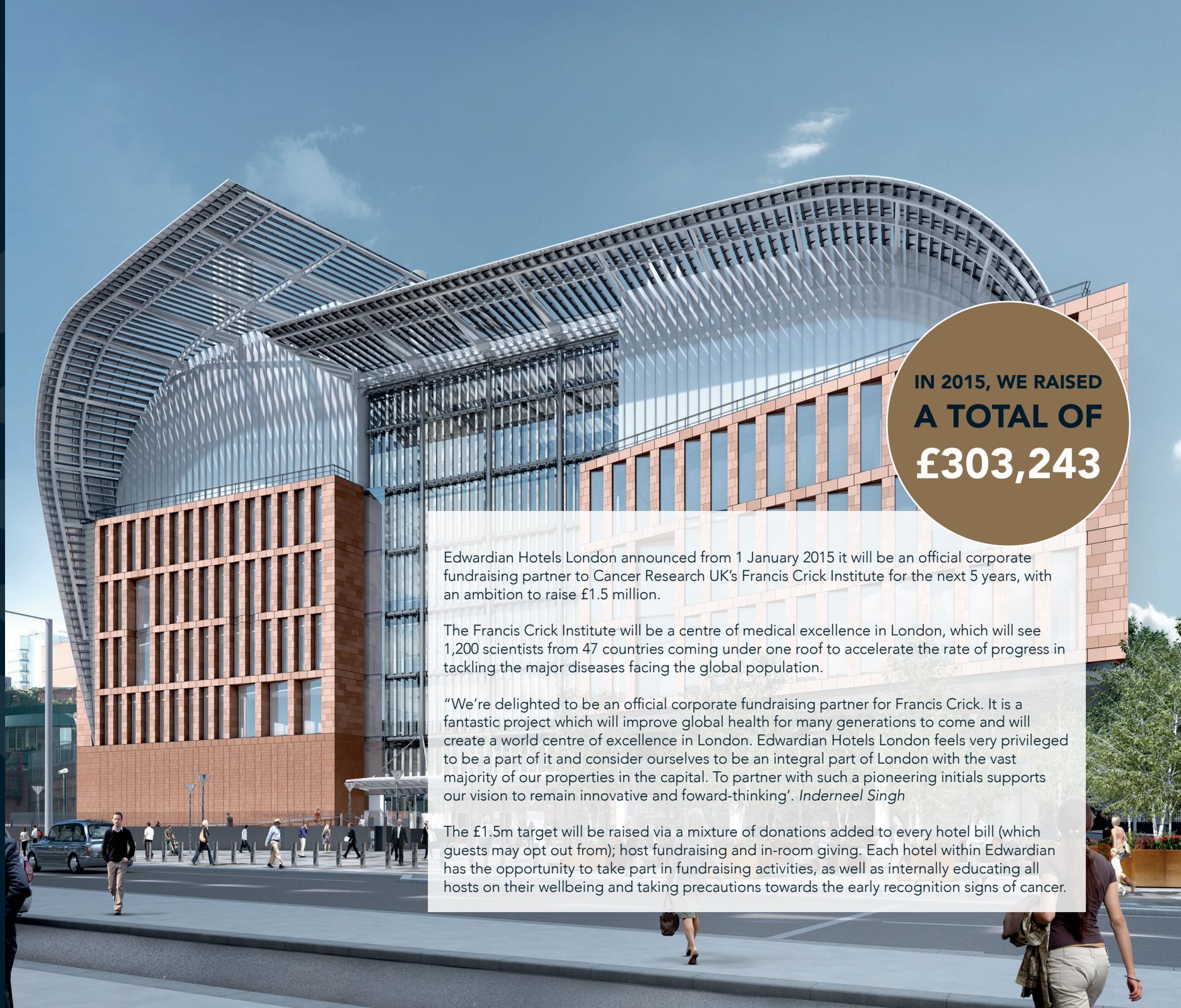
We are very proud that the Edwardian Hotels Charity Fund plays a significant role in supporting important causes, which our hosts are passionate about. The charitable committee takes place three times a year where hosts are invited to present to their cause. We supported 13 hosts' charities to the value of £23,000 during 2015.

Being a responsible organisation, our individual hotels support local not for profit charities such as:

Radisson Blu Edwardian, Hampshire	Bravo
Head Office	Cancer Research UK for Francis Crick
Radisson Blu Edwardian, Bloomsbury Street	Centrepoint
Radisson Blu Edwardian, Kenilworth	Centrepoint
Radisson Blu Edwardian, Grafton	Children's Cancer Trust at UCLH
Radisson Blu Edwardian, Mercer Street	Dragon Hall Trust
Radisson Blu Edwardian, Vanderbilt	Focus Kensington & Chelsea
Radisson Blu Edwardian, Heathrow	Harlington Hospice
Radisson Blu Edwardian, Berkshire	Passage
The May Fair	Passage
Radisson Blu Edwardian, Sussex	Passage
Radisson Blu Edwardian, New Province Wharf	Richard House Children's Hospice in Beckton
Free Trade Hall	Wish Upon a Star

## 11. Living Indigenous & Architecture

Edwardian have welcomed the product team to the Responsible Business team in order to think more responsibly throughout the whole portfolio with a focus on hosts and guests, when looking at design and architecture.



IN 2015, WE RAISED  
A TOTAL OF  
£303,243

Edwardian Hotels London announced from 1 January 2015 it will be an official corporate fundraising partner to Cancer Research UK's Francis Crick Institute for the next 5 years, with an ambition to raise £1.5 million.

The Francis Crick Institute will be a centre of medical excellence in London, which will see 1,200 scientists from 47 countries coming under one roof to accelerate the rate of progress in tackling the major diseases facing the global population.

"We're delighted to be an official corporate fundraising partner for Francis Crick. It is a fantastic project which will improve global health for many generations to come and will create a world centre of excellence in London. Edwardian Hotels London feels very privileged to be a part of it and consider ourselves to be an integral part of London with the vast majority of our properties in the capital. To partner with such a pioneering initials supports our vision to remain innovative and forward-thinking'. *Inderneel Singh*

The £1.5m target will be raised via a mixture of donations added to every hotel bill (which guests may opt out from); host fundraising and in-room giving. Each hotel within Edwardian has the opportunity to take part in fundraising activities, as well as internally educating all hosts on their wellbeing and taking precautions towards the early recognition signs of cancer.



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