

CREATING A MORE SUSTAINABLE FUTURE.

VILLAGE HOTEL CLUB'S ESG & SUSTAINABILITY STRATEGY.



VILLAGE
GREEN

Last updated Feb 2024.

SO, WHAT IS AN ESG STRATEGY?

ESG is an acronym that is widely used across the world - it stands for 'Environmental, Social and Governance'. An ESG strategy is a set of standards, goals & measures that demonstrates a business' commitments, and impact on the planet and people.

At Village, we call our ESG strategy **VILLAGE GREEN**.

HOW DOES VILLAGE APPROACH ESG?

Village has always prided itself on being at the heart of the local community, and Village Green has evolved over time to reflect our broader ESG commitments. Over time we've established a framework that has clearly defined pillars, demonstrating our core ESG priorities. The aim of this framework is to enable us to more effectively measure and report our ESG priorities and the impact we are having as a business.

Working in partnership with Accenture, and led by Kelli Turner, Director of ESG, Village has developed a comprehensive ESG strategy over recent years. The priority areas have been broken down into a series of work streams that run right across the business and aim to tackle our biggest ESG challenges - decarbonisation, waste management, social impact.

These centrally driven workstreams and initiatives are overseen by a quarterly Sustainability Steering Group, attended by the Village Executive Team and led at a local level by General Managers with support of on property Sustainability Stars, to ensure that ESG stays at the heart of our operations.



WHO IS RESPONSIBLE FOR ESG AT VILLAGE?

Village Green sits at the heart of the Village brand and is part of what makes Village Hotels and Village Health & Wellness so special.

Whilst our ESG strategy is led by the Executive team, Kelli Turner, Director of ESG and the Sustainability Steering Group, it is everybody's responsibility to ensure that our strategy lives and breathes within the hotels and leisure clubs.

SUSTAINABILITY MATTERS:

GUESTS & MEMBERS want to know that Village is a sustainable choice, with values that match their own.

TEAMS want to feel proud of where they work, knowing they work for a responsible business who cares about the things that matter to them.

COMMUNITIES want Village on their side, providing opportunities and facilitating a thriving community - environmentally & economically.

CORPORATE partners and clients want to know Village is a sustainable choice and responsible business.

REPORTING

Village currently reports its emissions via the Streamlined Energy and Carbon Reporting (SECR) framework. Annually, Village publicly discloses its carbon emissions associated with electricity, natural gas, fuels, and business travel. Coupled with this, it reports Energy Savings Opportunities every four years in line with the ESOS guidance. Through the work on Village Green, it is Village's ambition to report its entire carbon footprint annually, against its baseline to demonstrate progress.



WORKSTREAMS

WORK STREAMS ARE IN PLACE TO TACKLE OUR BIGGEST ESG & SUSTAINABILITY PRIORITIES

DECARBONISATION

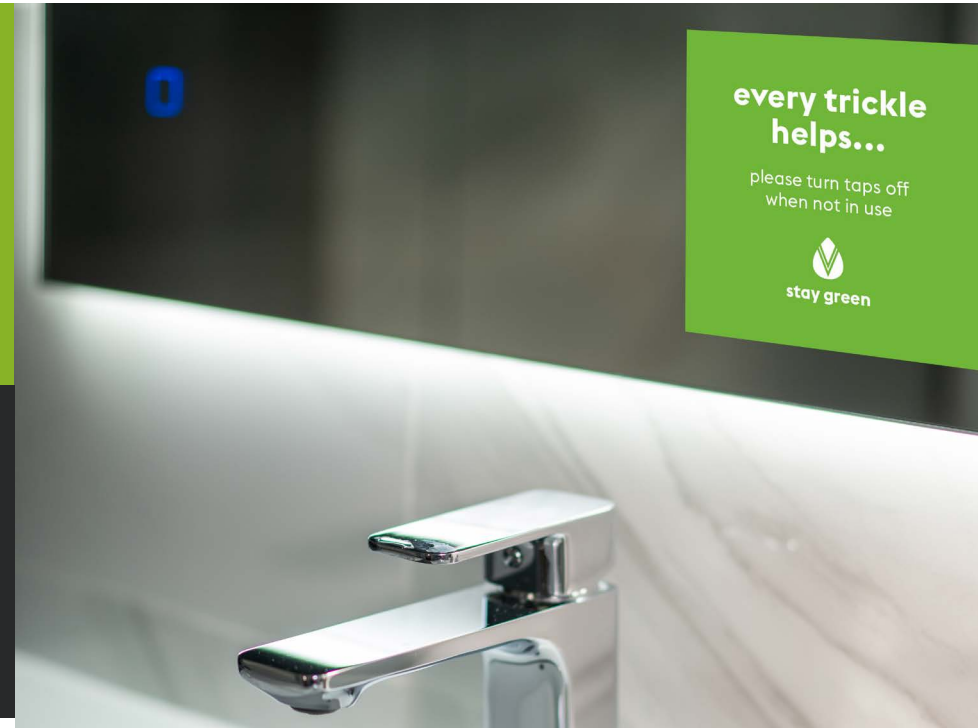
Ensuring robust workstreams are in place to tackle relevant and material emissions is critical to achieving net zero by 2050. Village is creating workstreams, sponsored at the executive level, across not just its direct operations (how it heats and powers its hotels) but also its indirect operations (the things Village buys, the suppliers it works with, how its employees get to work, and waste & water).

WASTE REDUCTION

Village has focused on waste reduction in its operations. It successfully implements a system using a third party that successfully diverts a high proportion of waste from landfill.

BUILDING OPTIMISATION & MONITORING

Our buildings are managed by building management systems. To ensure the hotels are running as efficiently as possible, our systems are reviewed by Accenture building engineers to evaluate performance against baselines and trends. They then collaborate with maintenance managers to update and adjust set points, ensuring hotels operate optimally and opportunities to save energy and reduce carbon are capitalised on.



SOCIAL IMPACT & PEOPLE

Village seeks to have a positive impact on the community that it operates in. Its inclusive culture and its commitment to People and Communities as pillars of Village Green means that it has a meaningful impact that it has started to measure.

OUR MISSION

OUR MISSION IS SIMPLE

To have a positive impact on the communities we operate in, both environmentally and socially.

We know that a more sustainable future is within reach, and we want to play our part in getting there.

We strive to be responsible members of the community, while acting as a hub for the local community where local people can thrive.



VILLAGE GREEN



STAY GREEN

Limiting our environmental impact



We are committed to finding better ways to operate.

Through our **'Stay Green'** programme we have undertaken an extensive environmental programme that runs through all areas of our business, whilst educating and encouraging guests and team members to make more sustainable choices.



PEOPLE

People are our priority. guests, members, teams.



With a focus on health & wellbeing, we work hard to create an inclusive culture where everyone has the opportunity to thrive.



COMMUNITY

A vibrant hub, supporting the community



We support the things that matter to our people through charity partnerships and regular community activities.

Our mission is simple:

To have a positive impact on the communities we operate in, both environmentally and socially.

We know that a more sustainable future is within reach, and we want to play our part in getting there.

We strive to be responsible members of the community, while acting as a hub for the local community where people can thrive.

VillageHotels.com/Village-Green



A RESPONSIBLE BUSINESS.

Our governance structure ensures that we are a well-run, ethical business.



LIMITING OUR ENVIRONMENTAL IMPACT

We recognise that we all have a part to play in a more sustainable future, and we're committed to finding better ways to operate.

Through our 'Stay Green' programme we have undertaken an extensive environmental programme that runs through all areas of our business, whilst educating and encouraging guests and team members to make more sustainable choices.

The Stay Green element of the our Village Green strategy focuses on our impact on the environment, and is ultimately our planned reduction in consumption and carbon emissions.

DECARBONISATION & WASTE MANAGEMENT IN ACTION



BUILDING OPTIMISATION & MONITORING

Our building management systems ensure the hotels are running as efficiently as possible, our systems are reviewed by Accenture building engineers to evaluate performance against baselines and trends.

FIVE Village Hotels have achieved a BREEAM rating. A further five hotels are due to achieve BEEAM accreditation in 2024. BREEAM ratings will not only provide 3rd party verification, but will also identify opportunities of carbon improvement to further reach our goals.*

*Building Research Establishment Environmental Assessment Methodology

RENEWABLE ENERGY SUPPLY

Switching from gas and electricity generated by fossil fuels to energy generated through renewable sources has had a significant impact on carbon emissions.

Since Oct 2023 all of our hotels operate on **100%** renewable energy sources

WASTE MANAGEMENT

We recognise that waste going to landfill has a significant environmental impact. This is why we have worked hard to reduce our waste and to increase our recycling.

98% of waste from Village Hotels is diverted from landfill through back of house recycling and 3rd party sorting.

ELECTRIC VEHICLE CHARGING

Vehicles are a significant source of global warming. Encouraging our guests, members and colleagues to switch to electric vehicles, powered by renewable energy, will impact carbon emissions.

We're in the process of rolling our super-fast Ionity chargers to all hotels (pending planning permission). We anticipate xx will be completed by the end of 2024. EV chargers already available at **4 sites**.

In addition, Village team members have access to an Electric Vehicle finance scheme to further encourage use of EV cars.



The Village Green strategy is overseen by the Sustainability Steering Group, attended by the Village Hotels Executive Team. And led locally by our General Managers, with support of on-property Sustainability Stars, to ensure that ESG stays at the heart of our operations.



WHERE ARE WE TODAY?

Working with Accenture, our baseline calculations are completed. This is a vital first step, in setting a benchmark that we can accurately measure and record carbon emissions over the coming years.

2022 CARBON EMISSIONS

SCOPE 1 EMISSIONS -

Those we create from our own hotels and offices.

14,985 tonnes of carbon dioxide

SCOPE 2 EMISSIONS -

Those created by the production of gas and electricity we use.

12,649 tonnes of carbon dioxide

SCOPE 3 EMISSIONS -

Created by our suppliers, purchased goods and business travel.

31,947 tonnes of carbon dioxide

**BASELINE, TOTAL EMISSION
59581 TCO2E (2022)**



WHAT'S NEXT?

Through our understanding of our carbon footprint by scope, we can now start to develop a programme of initiatives that will effectively reduce our emissions as we move towards our Net Zero goal in 2050.

We are in the process of setting short, medium and long-term targets, aligned to the guidance of the Science Based Target initiative, a globally-recognised leader in the definition and promotion of best practice in emissions reduction and net zero targets in line with climate science.

We will forecast the emissions reduction impact of our programme to assess its effectiveness and report our results annually.

OUR IMMEDIATE WORK WITH ACCENTURE INCLUDES:

Fully assessing the impact of changing energy to renewable sources (this change was made in 2023);

Understanding what decarbonisation of the portfolio considerations are - adaptation to building and systems);

Developing a full procurement policy to decarbonise the Village supply chain.

Work is ongoing regarding the use of a Science Based Target Route to net zero by 2050.



PEOPLE

People are our priority - our guests, our members and our teams.

With a focus on health & wellbeing, we work hard to create an inclusive culture, where everyone has the opportunity to thrive. From the award winning My Village employee programme to guest-focussed safeguarding schemes, we strive to create an environment where people feel happy and safe.

HEALTH & WELLBEING AT THE HEART OF WHAT WE DO

Work/life balanced at Village. From the facilities we offer our guests, to the benefits we offer our teams, health and wellbeing sits at the heart of our brand.

This includes a range of physical, mental health and financial wellbeing schemes and sustainability focussed benefits for our teams.



GOOD VIBES ONLY SAFEGUARDING PROGRAMME

The personal safety and welfare of our employees and guests is a priority for Village. Good vibes only.

OUR ANNUAL SURVEY ENCOURAGES TEAM MEMBERS TO FEED BACK ABOUT THEIR EMPLOYMENT EXPERIENCES.

We welcome, and listen to feed back to help make Village a better place to be, for both employees and guests.

Regular communications and our 'BIG PEOPLE DAYS' aim to engage teams further, fostering a culture of community, where people feel connected to the brand, their colleagues and the communities we operate in.



93%

**OF OUR
EMPLOYEES ARE
PROUD TO WORK
FOR VILLAGE.**

CREATING AN INCLUSIVE CULTURE

We are an equal opportunities organisation. We strive to create a transparent and inclusive culture that recognises diversity not just with regards to gender, but where everyone, regardless of their race, religion or background has an equal opportunity to thrive.

We do this by offering training, fair remuneration and incentive policies, and flexible working.



AWARD WINNING BENEFITS & REWARDS PROGRAMME

My VILLAGE

Through our award winning 'My Village' benefits and rewards programme, we work hard to ensure teams feel safe, rewarded and engaged.

- Regular engagement days (My Big People Days)
- On-site mental health first aiders
- Free gym membership for our teams and a nominated partner
- Electric vehicle finance
- Wagestream salary finance
- Local charity work, including volunteering opportunities and charity collection
- Ongoing review of policies to ensure our governance structure remains relevant - including the recent launch of our menopause policy and good vibes only safeguarding programme ... and more



LEARNING & DEVELOPMENT OPPORTUNITIES AT VILLAGE

All teams have access to a comprehensive learning and development programme at Village.

- Operational training takes place on our award winning gamification platform
- Our National Apprenticeship Scheme, allows employees to earn while they learn
- The Rising Star development programme is aimed at those with leadership potential

Let's **WORK, PLAY &**
GROW *together*
My VILLAGE



COMMUNITY

A VIBRANT COMMUNITY HUB, SUPPORTING THE COMMUNITIES WE OPERATE IN

At Village we've created a vibrant community hub where people can come together! We support the things that matter to our people, through charity partnerships and regular community activities.

NATIONAL CHARITY PARTNERS



SENSE

As part of a comprehensive package of support, Village Hotels is working with Sense to provide training to our teams, helping them to better understand and deliver on the needs of guests with additional needs. In addition, Village will be donating bedrooms and hosting breaks for disabled adults through Sense.



CAREFREE

Building on the successful start of our relationship in 2022, Village will continue to host unpaid carers through the Carefree Break-maker programme, providing carers with vital respite breaks across the UK. In 2023, Village Hotels donated 984 room nights to carers, worth over £105,000.



SUE RYDER

Village has become the UK's first 'Grief Kind Hotel Group'. Hotels around the country will be providing Grief Kind Spaces, giving those who are approaching the end of their lives, and those grieving loved ones, access to the support they need from trained professionals who can support.



LOCAL STORIES

WE ARE A HUB OF THE LOCAL COMMUNITY AND LIKE TO GET INVOLVED IN LOCAL EVENTS AND ACTIVITIES.



In addition to our National Charity Partners, all hotels are empowered to support local charities, supporting causes and sustainability projects within their local community. From litter picking, gardening, renovating and fundraising, we've done it all!

Through the Trussell Trust, we use our 33 locations as drop-off points for food donations that are distributed to local communities.

We've launched a number of initiatives at our hotels and within the local community, to help achieve our three key goals: A fit and well community through a programme of good physical fitness and emotional well being. A thriving economic community supporting local businesses and fostering entrepreneurial spirit. A sociable and happy community bringing people together to have fun and be entertained.



GOVERNANCE

WE'RE A RESPONSIBLE BUSINESS

As a well-run business, Village has the systems, policies and processes in place to ensure we operate in a responsible and ethical manner. It matters to our members and guests, and it provides the framework that allows us to deliver our Village Green commitments.

GOVERNANCE AND COMPLIANCE

Our Leadership and Executive Team uphold a safe, inclusive environment through a transparent structure ensuring policy compliance and high standards across all hotels.

DATA SECURITY & CYBER HYGIENE

Village rigorously safeguards data through best practices, transparency, and ongoing training to ensure the protection and responsible management of all information.

HEALTH, SAFETY & ENVIRONMENT

Village prioritises the health, safety, and wellbeing of everyone, ensuring compliance with standards, continuous improvement, and comprehensive emergency preparedness.

SOCIAL RESPONSIBILITY

Village Hotels champions social responsibility through local initiatives and national charity partnerships, strengthening community ties.

RISK & CRISIS MANAGEMENT

Village Hotels proactively ensures staff readiness and process efficiency against all risks through comprehensive and regular assessments.

SUSTAINABLE OPERATIONS

Village Hotels is committed to sustainability and work hard to reduce our environmental impact through energy efficiency, waste reduction, and promoting electric vehicle use.

SUSTAINABLE SOURCING AND SUPPLY CHAIN

We look to partner with suppliers that share our ethical standards, conducting thorough due diligence and continuous engagement to collaboratively reduce GHG emissions.

INCLUSION & ACCESSIBILITY

We foster a welcoming, diverse, and inclusive culture, ensuring accessibility and equal opportunities for guests, members and colleagues.

ENVIRONMENTAL IMPACT & ENERGY EFFICIENCY

In collaboration with Accenture, we are working on a strategy to achieve net zero emissions by 2050 through energy optimisation and strategic partnerships to reduce all scope emissions.

EMPLOYEE WELLBEING & DEVELOPMENT

We work hard to create an inclusive culture, where everybody has the opportunity to thrive. We strive to create an environment where people feel happy and safe, by implementing policies and procedures.

VILLAGE GREEN



**TO FIND OUT MORE
PLEASE VISIT**

VillageHotels.com/Village-Green