

OUR HILL  
TOP MAGIC



RICHMOND HILL  
HOTEL



# Welcome to Richmond Hill Hotel

**A people focused, socially responsible  
and environmentally conscious hotel**

At Richmond Hill Hotel we are committed to creating, in partnership with our owners, team members, guests and local community, a socially responsible environment in which to operate. We have introduced a Green Policy to ensure that we not only comply with all relevant environmental legislation, but that we do our best to reduce our overall environmental impact. To ensure we continually improve our green initiatives across the hotel we also have a Green Team that come together once a month to share ideas and pull together action plans. We constantly review, assess and adapt our ways of working to ensure we continue to meet our Corporate Social Responsibilities.



James Bellorini

# OUR VALUES

We are a close-knit team who pour experience, imagination and heart into creating The Hill Top Magic.

At Richmond Hill Hotel, we embrace three core values - **Diversity**, **Innovation** and **Generosity**. They apply to everyone. Our commitment to our team is to deliver a great place to work where people can have meaningful relationships with each other and where success is recognised and rewarded through excellent perks and benefits.

We relish originality. Innovative, proactive thinking is at the heart of how we operate. The company believes that every team member's opinion matters and it encourages employees to share their suggestions in order to improve the guest experience.

We embrace an environment where people are understood, diversity is embraced and we can afford to be spontaneous. We all have different roles, different abilities, and different personalities: by collaborating we can do outstanding things.

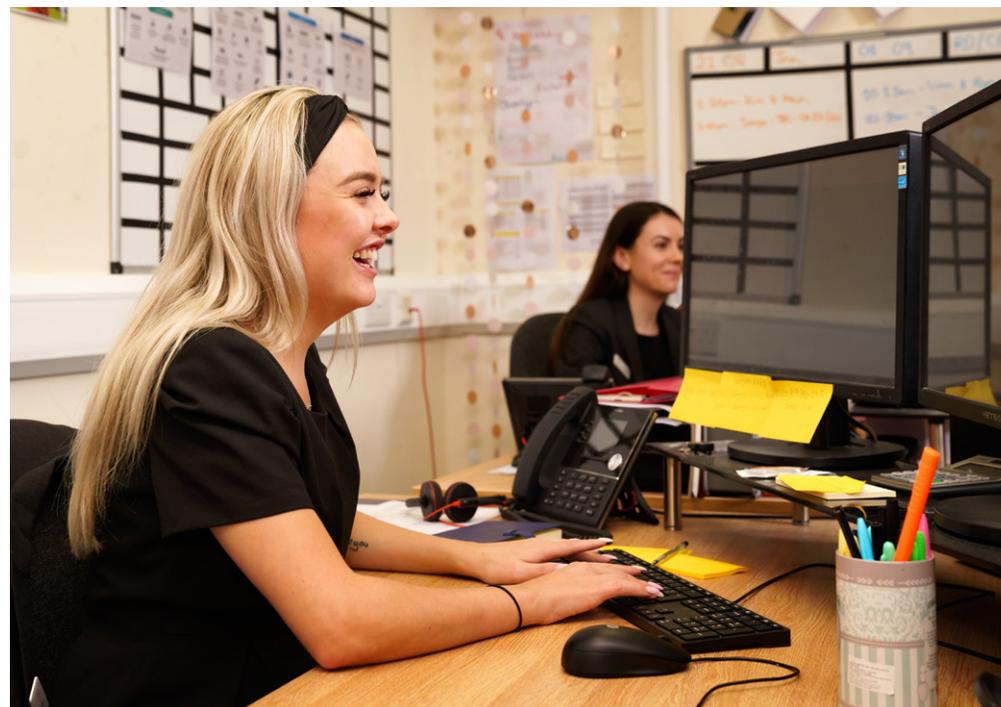


# ENGAGING AND REWARDING OUR TEAM

- We use Fourth Engage to communicate with our team members. Everyone has access and a right to share an idea, voice their opinions and acknowledge fellow colleagues. It makes it easier to communicate with colleagues in the hotel with an option to send private messages or engage in team group conversations.
- We also use two Perkbox platforms - Perks and Recognition. We encourage everyone in the team to acknowledge fellow colleagues who have gone above and beyond their duties. It is one of the ways our team members can earn a bonus directly into their wages. They can also earn the same bonus if a guest shares positive feedback about them. We also create different polls within the app including our Employee of the Month where the winner is recognised with a certificate and rewarded with £100 bonus into their wages.
- We also ask new joiners a series of nine questions to get to know them better including what their favourite drink and colour is. We use this information to offer them a surprise and delight moment to celebrate an occasion such as a birthday or work anniversary.
- 'Be my guest' is another program in the hotel - where new joiners who have passed their probationary period are invited for a one night stay with us and dine in our restaurant so they get a good understanding of what it is like as a guest of the hotel.
- We also offer a private health cash plan through BHSF where all permanent employees and their family members can get support with day to day health costs.



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# TRAINING AND DEVELOPMENT

In addition to the benefits we offer our team, we also want to ensure their career aspirations are supported with regular and up-to-date training. Exceptional people deserve to have exceptional experiences, and we offer a number of training opportunities.

Our Team Member Learning Journey offers regular, ongoing training both within the team and in wider groups to build skills and knowledge and to progress careers; and with external training providers where it's beneficial. This includes hospitality industry accredited training through HIT's Hospitality Academy, where apprenticeship courses include Hospitality Supervisor and Chef de Partie.

During the pandemic we also ran first aid, mental health first aid and Fire Marshall training sessions. We are also working together with Richmond College to provide a work experience for adults with learning difficulties as well as working together with other local Colleges and Universities to provide work experience and part time employment to students as part of their studies.

We are excited to launch a new training platform this year Flow, that enables all employees to map out individual career pathways including training plans for internal and external programmes.

# OUR PEOPLE PERFORMANCE

Retention rate in 2021 is a healthy

# 66%

a massive increase vs 2019 stats:  
42% retention.

# 45%

with over 3 years' service; 16% with  
5 years' service; 6% with 10 or more  
years' service.

Our team is made up of  
individuals from

# 29

different countries across the world,  
with over 45% from the EU and  
6% from countries outside the  
EU, including Sri Lanka, Argentina,  
Brazil, Mauritius, USA and Nigeria.



# OUR 2021 WINNERS...

## Annual awards

For the first time since the pandemic began, we were able to celebrate our staff awards all together in person. This was a fabulous evening to share with one another after the difficulties of the past two years, and to celebrate how we all came together to overcome all obstacles.

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## The winners of the employee awards for 2021 were:

### EMPLOYEE OF THE YEAR

Ana Villena Castillo  
(Restaurant Waitress)

### SUPERVISOR OF THE YEAR

Melvin Carvalho  
(Housekeeping Supervisor)

### MANAGER OF THE YEAR

Gerald Victoire  
(Restaurant Manager)



# OUR CHOSEN CHARITY

As a company, we support Shooting Star Children's Hospice, a leading children's hospice charity local to us in Surrey, caring for babies, children and young people with life-limiting conditions, and their families.

In September we gave £400 to the charity which was raised by donating £1 for every afternoon tea sold in August. We also gave a team of volunteers the day off to go and get their hands dirty gardening at the hospice, including Diane Tapner-Evans, our General Manager.

We arrange quarterly clothing and bric a brac collections from our team, which are donated for sale in their charity shops; we encourage staff to donate through Amazon Smile and Facebook birthday collections; we run internal competitions to raise money and enter a team into the charity's annual sponsored Sunrise Walk.





# ENVIRONMENTAL COMMITMENTS GREEN TOURISM

We have been members of the Green Tourism Business Scheme since 2014. We are delighted to have been awarded a gold grading standard, demonstrating our continuous commitment to sustainable environmental practises. Green Tourism is the largest sustainable certification programme of its kind and we are very proud to sit within the scheme. Further to this, we have gained carbon neutral status by Carbon Neutral Britain, and we are looking forward to continuing in our efforts to be as sustainable as possible for a building that is Grade II listed.

## GREEN RICHMOND

We aspire to achieve continuous improvement in our environmental performance, trying to lead the way locally, playing an integral role in protecting our environment now and into the future.

We are very fortunate to be located in one of the UK's most stunning natural environments and we recognise protection of our local area requires consideration in virtually all of our activities. We incorporate environmental management into everyday business. Our team seek the highest standard of excellence in environmental practice without compromising our excellent service to our customers.

Our local green initiatives stem from our membership with the Richmond Bid, supported by the Environment Agency and South West London Environment networks charity, who work towards making Richmond a greener place to live, work and play. Every year, since 2018, our team have participated in regular litter picking sessions along the river bed and park, as well as in the annual paddle boarding event where staff take to the Thames to clear the river of floating glass and plastic which can then be recycled responsibly.

# OUR GREEN COMMANDMENTS

At Richmond Hill Hotel, we are continually working to understand the environmental issues that can be associated with all our operations. Below are some examples of the actions we are now taking for the future:

## RECYCLING & REFURBISHMENT

- Purchasing recycled goods where possible and recycling paper, plastics, cardboard and glass using local recycling partners
- Donating everything that is in good condition to charities or organisations
- Our recent bedroom refurbishment has allowed us to incorporate further sustainable practices within the hotel
- We have removed single-use plastic bottles from our bedrooms, and replaced with recyclable glass
- We use traditional pencils instead of plastic biros in our conferences and have replaced coasters and straws with sustainable alternatives
- Where we are challenged with our Grade II status we are looking to offset our Co2 emissions with a tree planting programme

## FOOD WASTE

- Working with our suppliers to increase usage of environmentally friendly products and resources
- Responsibly sourcing food products and ingredients following seasonal trends and sourcing locally whenever possible to reduce food miles and support the local community

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## ENERGY EFFICIENCY

- Rigorously promote energy conservation and reducing energy consumption through controls on water, heating and electrical systems
- Providing responsible disposal options such as grey water in and around our buildings for use within plant borders, re-processing used vegetable oil and encouraging the use of bio-fuels
- Installing energy saving features during refurbishments, such as motion detectors, dimmers and low energy lighting wherever feasible. Key card controls were added to all of the bedrooms so that electricity is switched off when guests leave the room automatically
- Reducing the impact of paper usage by increasing our use of online transmissions and electronic data collection, and recycling any remaining paper responsibly
- Our classically Georgian windows still retain the Grade II listed glass, but we have insulated using sustainable materials to retain heat and save energy

## TRAINING

- Incorporating environmental awareness into our staff training and ensuring everyone is involved with its implementation
- Adopting an environmentally sound transport strategy, encouraging the use of bikes, car share, shared taxis for staff and public transport for our guests
- Sharing our environmental expectations with our suppliers, partners, contractors and customers and encouraging them to adopt sound environmental and sustainable practices
- Practices, such as reducing the amount of packaging and consolidating deliveries
- Monitoring and reviewing our environmental performance through our Green Team that meet on a monthly basis



# OUR GREEN TIPS FOR OUR GUESTS



## CONSERVE ENERGY

If a light is left on overnight, within a year it accounts for as much greenhouse gas as a car journey from Paris to Richmond. So help to reduce energy by switching off your room lights when not needed. Our bedroom lights are automated by your key card but help us save energy by remembering to turn off the lights in our meeting rooms when they are not needed.



## GIVE THE CAR A REST

Getting to Richmond couldn't be simpler, we encourage you to leave the car at home if you can. Rail links to the hotel are excellent and we are only a 1 mile walk from Richmond rail station. The walk to the hotel also offers a picturesque view of The River Thames and Petersham Meadows. Whilst with us, why not try some of the fantastic local outdoor activities Richmond has to offer like paddle boarding, or hire a bicycle for the day? Our reception team will be happy to provide more information on cycle hire, walking routes and the best jogging routes. Find out more about cycle hire in Richmond.



## RESPECT NATURE

Help us to look after our beautiful landscape and local wildlife by not littering, guarding against fire and using footpaths and cycle paths responsibly. If you fancy picking up litter while staying with us, we have some tools you can borrow at reception.



## SHOP LOCAL

There are some fantastic local producers and independent businesses operating in Richmond. Enjoy some of the wonderful local products on offer near the hotel to help support the Richmond community. We are fortunate to have some fantastic producers of food, drink and arts in Richmond.



## BE WATER WISE

Six litres of water is wasted per minute if the tap is left running whilst brushing your teeth. The UK has rising costs for water treatments and flood defences, so we encourage you to be water wise during your stay. Hang towels if you want them refreshed during your stay



## SUPPORT GREEN BUSINESS

There are thousands of businesses in the British Isles working to reduce their carbon footprint through the Green Tourism Business Scheme. Businesses are awarded Bronze, Silver and Gold for their efforts to be more sustainable. Find out which businesses are thinking green.



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