



ESG – Policy Statement

At The Queens Hotel, we recognise that our operations have environmental and social impacts. We are committed to understanding those impacts and reviewing the way we operate to identify practical opportunities for improvement. This policy sets out the principles that guide our approach to environmental, social and governance matters across the hotel. We recognise that improvement requires ongoing review, and we will continue to assess our working practices and the areas where changes can be made.

Our in-house Green Team helps coordinate this work, engage our team and support the implementation and review of initiatives across the hotel. During 2026, we have continued to review our practices and build on the work undertaken in previous years. We will continue to review our participation in external accreditation programmes and update our published accreditation status as assessments and certifications are renewed. Our ESG Policy provides a framework for our activities and operations. Team members are encouraged to understand the responsibilities relevant to their roles and how they contribute to the objectives set out within this policy.

Our environmental commitment

We recognise that our hotel operations have an environmental impact. Our environmental priorities focus on understanding and managing areas of our operations where practical improvements can be made.

Our current areas of focus include:

1. Monitor our energy and water consumption through PMI to help us understand usage and identify opportunities to improve efficiency
2. Support pollinator initiatives through our partnership with Knights Beekeeping, which manages our off-site beehives
3. By 2030, progressively transition to cleaning products that meet recognised environmental standards and reduce the use of substances of concern, where suitable alternatives are available
4. Improve team engagement in the hotel's environmental programme by providing quarterly updates on key initiatives, delivering annual sustainability training, and collecting staff suggestions for improvements
5. Provide our team and guests with information about public transport, walking and cycling options available for travelling to and around Leeds

Our social commitment

How we impact and support social, cultural and economic issues associated with the hotel, its operation and the local community.

Our current areas of focus include:

1. Maintaining policies and procedures designed to support the health and safety of our team members, guests and contractors, including six-monthly independent H&S audits, ongoing health and safety monitoring and a documented Crisis Management Plan
2. We operate an inclusive working environment and equal opportunities, without discrimination on the grounds of protected characteristics, supported by relevant training through MAPAL
3. Building relationships with local charities and creating opportunities for our team to support our communities through volunteering, fundraising and donations, including Simon on the Streets' annual Sleep Out, the Leeds Winter Coat Appeal and Women's Whispers.
4. Our dedicated Green Team meets monthly to coordinate environmental initiatives, communicate actions, monitor progress, and support their implementation across the hotel

Working environment

We are committed to providing a safe, supportive and professional working environment for our team.

Our current areas of focus include:

1. Supporting the wellbeing of our team members. We have introduced a dedicated wellbeing room and have trained Mental Health First Aiders available on site
2. Human resource is a dedicated on-site role to oversee our people policies and processes, including recruitment, equal opportunities and whistleblowing, and to support fair and consistent employment practices across the hotel
3. We are committed to ensuring that all Health & Safety, Fire Policies and Plans are rolled out to our team members
4. Reviewing our purchasing and procurement practices and considering relevant environmental and social factors when making purchasing decisions
5. Recruitment is all carried out by Head of Departments and Managers
6. Online training modules are provided by FLOW Mapal Learning Management System, and all external training is also organised for those who require
7. Hotel and departmental inductions for all employees to include our ESG journey

Our journey so far ...

At The Queens Hotel, we recognise that our responsibilities extend beyond our day-to-day operations to our team, our local community and the environment. This policy sets out our Environmental, Social and Governance priorities and provides a framework for the actions we are taking now and the areas we will continue to review.

We began our journey in 2023 with the goal of working towards recognised external accreditations to help us assess and develop our approach. Since then, we have achieved four accreditations and continue to review our practices as part of their assessment and renewal processes. We have achieved Gold status with both Green Tourism and Green Meetings, Silver status in the Greengage ECOsmart accreditation, and Green Key certification.

These accreditations assess different aspects of our practices against their respective criteria and provide frameworks to help us review our approach and identify areas for continued improvement. We will continue to review our participation and update our accreditation status as assessments and certifications are renewed.



We are fully committed to this policy statement. it has been created to help and guide our employees, guests and the wider community, and we commit to regularly reviewing this statement to make changes where we see fit and to always maintain clarity on all policies.

Bob Fairweather
General Manager
22.09.2026