



## ESG – Policy Statement

At the Queens Hotel we recognise that as a hospitality business we inevitably impact the environment and our local community, we care about our environment and advocate for environmentally responsible practices in our day to day operations.

Sustainability is a core pillar in our business and this policy strives to ensure our operations will be carried out with a commitment to protecting and enhancing the environment wherever possible.

We understand that our activities have an environmental impact and form part of the global tourism industry, we acknowledge the need to implement long term sustainable management practices throughout our business to actively contribute to reducing the impact of the hospitality industry on a local, national and global level.

Moving forward we will continually review our working practices when we can. We understand that becoming a more sustainable business requires dedication and continuous improvement to embed sustainable practices throughout. With our Green Team in place we aim to achieve the prestigious Green Key & Green Tourism ecolabel accreditation in 2024.

Our ESG policy is a flexible framework to use as a guidance for our hotel operations and each member of team will learn their role and responsibility within it.

## Our Environmental commitment

*Our objectives are to ensure that our commitments protect and nurture the environment.*

*This commitment takes into account the following issues:*

1. Measure the usage of energy and water resources and with that produce reduction strategies to help the environment. In collaboration with **BREEAM** (Building research establishment environmental assessment) achieve Very Good rating for In Use in 2024.
2. Support initiatives in the field of nature conservation and biodiversity
3. A commitment to undertake the measurement of the carbon footprint of the hotel with a strategic view to reducing this over time for travel and food produce working with **Klimato**
4. To ensure cleaning products are eco-friendly and that pollutants and harmful chemicals are eliminated by 2030.
5. Commitment to phasing out gas to achieve climate transition within 3 to 4 years
6. We will work with local suppliers and endeavour to source more local products which can replace those not locally produced.

7. Raise awareness and educate our team, guests and suppliers on our and their environmental policies.
8. Promote green travel to our team members and guest.

## Our Social commitment

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

*This commitment considers the following issues:*

1. The Health and Safety of our team, guests and contractors is our top priority along with improving relationships with our local community.
2. We do not discriminate on grounds of gender, disability, age, religion or sexual orientation. We support the equal treatment of women and minorities.
3. The history of our hotel is available online and from our reception showcasing the developments we are undertaking.
4. Commitment to working with local charitable trusts to support/encourage positive relations
5. A commitment to having a dedicated **Green Team** within the hotel which inform all team and guests of our initiatives and progression.

## Working Environment

*We are committed to maintaining a safe and secure working environment.*

1. Providing a safe space for our team members and offer mental wellbeing advice.
2. Human resource is a dedicated role within our hotel and employed on site.
3. We are committed to ensuring that all Health & Safety, Fire Policies and Plans are rolled out to our team members.
4. Commitment to green and ethical purchasing procurement
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 organise for those who require.
7. Hotel and departmental inductions for all employees to include our ESG journey.

## Our Green Journey so far ...

*At the heart of great hospitality is the desire to give and to care, and here at The Queens Hotel we are very conscious of our duty to give back to our local community, and to take care of our environment. To this end, we've created this policy as a statement of our Environmental Social and Governance intentions for our current and future operations.*

*This year we formed a Green Team and set about reviewing and enhancing our sustainability efforts, ultimately to work towards and gain Green Key and Green Tourism by 2024.*

### Green Key

The Green Key <https://www.greenkeyengland.co.uk/award> is the leading standard for excellence in the field of environmental responsibility and sustainable operation within the tourism industry. This prestigious eco-label represents a commitment by businesses that their premises adhere to the strict criteria set by the Foundation for Environmental Education. A Green Key stands for the promise to its guests that by opting to stay with the Green Key establishment, they are helping to make a difference on an environmental level.



**Green Key**

### Green Tourism

Green Tourism <https://www.green-tourism.com/> is an internationally respected accreditation programme of Bronze, Silver and Gold awards acknowledged worldwide as an indicator of good environmentally friendly practice and are a great way of progressing on a green journey as well as acting as a hallmark of 'green quality' for our eco-minded visitors. The Green Tourism certification programme promotes a greener, cleaner environment, for people, places, and our planet.



**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.**

A handwritten signature in black ink, appearing to read "Alistair Campbell".

**Alistair Campbell**  
**General Manager**  
**21.11.2023**