



# The Queens

CITY SQUARE, LEEDS

# SUSTAINABILITY JOURNEY





# Our journey so far..

At The Queens, we're devoted to mitigating our environmental impact and finding ways to build on our sustainability efforts.

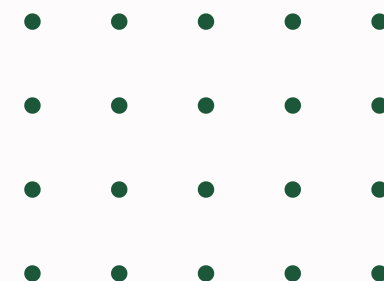
From establishing our own, in-house Green Team to tracking the carbon footprint of our dishes, we're taking steps to be accountable for our impact today – and to shape a responsible and forward-thinking business for tomorrow. As well as our environmental efforts, we care about our community and the people in it. We understand that our passionate team are our greatest asset, so we're committed to providing a secure, supportive place to work.

We're actively working towards a number of internationally recognised certifications, including Green Key, a standard of excellence in environmental responsibility, and Green Tourism, the world's leading sustainability accreditation.

We hope our green journey inspires others, while acknowledging that there is always more work to be done. As we move forward, we will continually review and refine our practices to further our commitment to sustainability.

**Alistair Campbell**

General Manager





# Meet the Green Team



# Key environmental focus areas

Here at The Queens we are devoted to finding and developing ways we can build and grow our sustainability efforts. Below are our key environmental focus areas with our planned actions:

## Gas

Phasing out gas throughout the entire hotel.

## Food

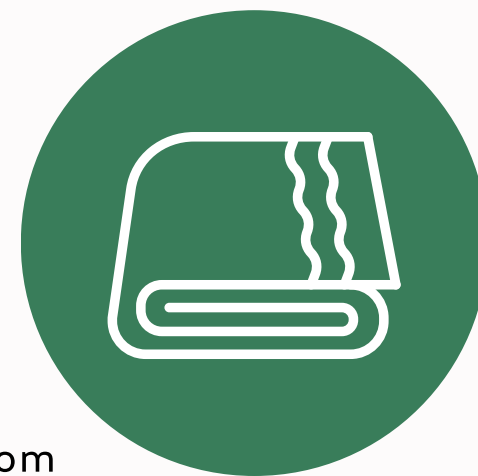
Using Klimato we will calculate the carbon footprint of all dishes, and display these on our menus so guests can make informed choices whilst dining with us. We will also be implementing Winnow, an AI supported food bin that monitors waste, and decrease food waste by 30% within the first year of implementation.

## Towels & Linen

All bedrooms have the option to opt out of their daily room service by simply hanging the green tree outside their room.

## Waste

We've implemented bulk amenities across all of our bedroom bathrooms, eradicating single use plastics from bathrooms. We have an aligned target of recycling 65% of total hotel waste by 2025, and reducing waste to 1kg per guest night.





# Environmental focuses in practice

Klimato		
🍴 Recipes		
🏠 Restaurant   📅 Organisation   🔍 Search		
Queens Meetings &... 34 / 34		
Recipe ↕	Rating ↕ ?	
Wild Mushroom pie Banqueting	B	
Spiced aubergine lentil bake Banqueting	B	
Leek & Mushroom Risotto Banqueting	B	
Pumpkin sage tortellini Banqueting	C	
Vegan Butternut squash Parcel Banqueting	B	
Brie, spinach and leek tart	B	

*Using Klimato we have calculated the carbon footprint of all dishes. These will be displayed on our menus so guests can make informed choices whilst dining with us.*



*We've implemented bulk amenities across all of our bedroom bathrooms, eradicating single use plastics from bathrooms.*



*This year we will implement Winnow, an AI supported food bin that monitors waste, and decrease food waste by 30% within the first year of implementation*



# Key social focus areas

We understand that our passionate team are our greatest asset, so we're committed to providing a secure, supportive place to work.

By nurturing a positive and inclusive environment, we aim to empower our team to reach their full potential and drive our collective success.

01



We conduct regular internal inclusion surveys to measure employees' sense of belonging and individuality, enabling us to enhance our inclusivity efforts.

02

Our goal is to provide unconscious bias training for all full-time colleagues by the end of the year. This training is crucial as it fosters a more inclusive and respectful workplace, promoting fair treatment for all employees.



03



In 2024, all key leaders will be trained in inclusive leadership practices to cultivate an inclusive culture, creating a diverse and supportive work environment that benefits employees and guests.

Participating in social projects and collaborating closely with the local community to generate a positive impact. Additionally, we have established an internal social events calendar to boost engagement and foster a sense of community internally.



04



# Social focuses in practice

## Internal events calendar



*Our internal events calendar plays a crucial role in fostering a sense of community within the hotel by organising regular activities that encourage employee engagement and interaction.*

## Newsletter



*Regularly updating everyone, the newsletter creates inclusion among team members, enhancing a unified and welcoming workplace environment.*

## Training & development



*Provide regular workshops, training sessions, and activities focused on diversity and inclusion.*



# Social focuses in practice

## Community projects



*Participating in community projects to benefit and better our local community e.g. Leeds Winter Coat Appeal.*

## Fundraising



*Carrying out fundraising activities within the hotel to raise money for charities and other worthy causes.*

## Litter picks



*Doing our bit to keep our local community clean as a team.*



# Future goals

## 01. Inclusive Culture Building

Implement quarterly diversity and inclusion workshops/activities for all employees, with participation tracking to ensure widespread engagement.

## 02. Diversity Celebration

Organise monthly diversity celebrations or events, featuring various cultures, traditions, and perspectives represented within our workforce. Set a yearly target to involve at least 80% of employees in these celebrations.

## 03. Staff Education and Awareness

Roll out a training module on unconscious bias and diversity awareness, with a goal of achieving 90% completion among all staff within 2024. Conduct regular lunch-and-learn sessions highlighting the experiences and challenges of marginalised groups, aiming for at least one session per quarter.

## 04. Diverse Talent Pool Expansion

Implement blind resume screening for all job applications to mitigate unconscious bias and ensure fair evaluation of candidates.

## 05. Employee Retention Improvement

Increase employee retention rates among the team by 10% within the next year, measured through annual turnover data analysis.







# Accreditations

With our Green Team in place, we're actively working towards a number of internationally recognised certifications.



## BREEAM

Certification systems for a more sustainably built environment.



## Green Tourism

The world's leading sustainability accreditation.



## Green Key

A standard of excellence in environmental responsibility.



# The Queens

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# THANK YOU



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