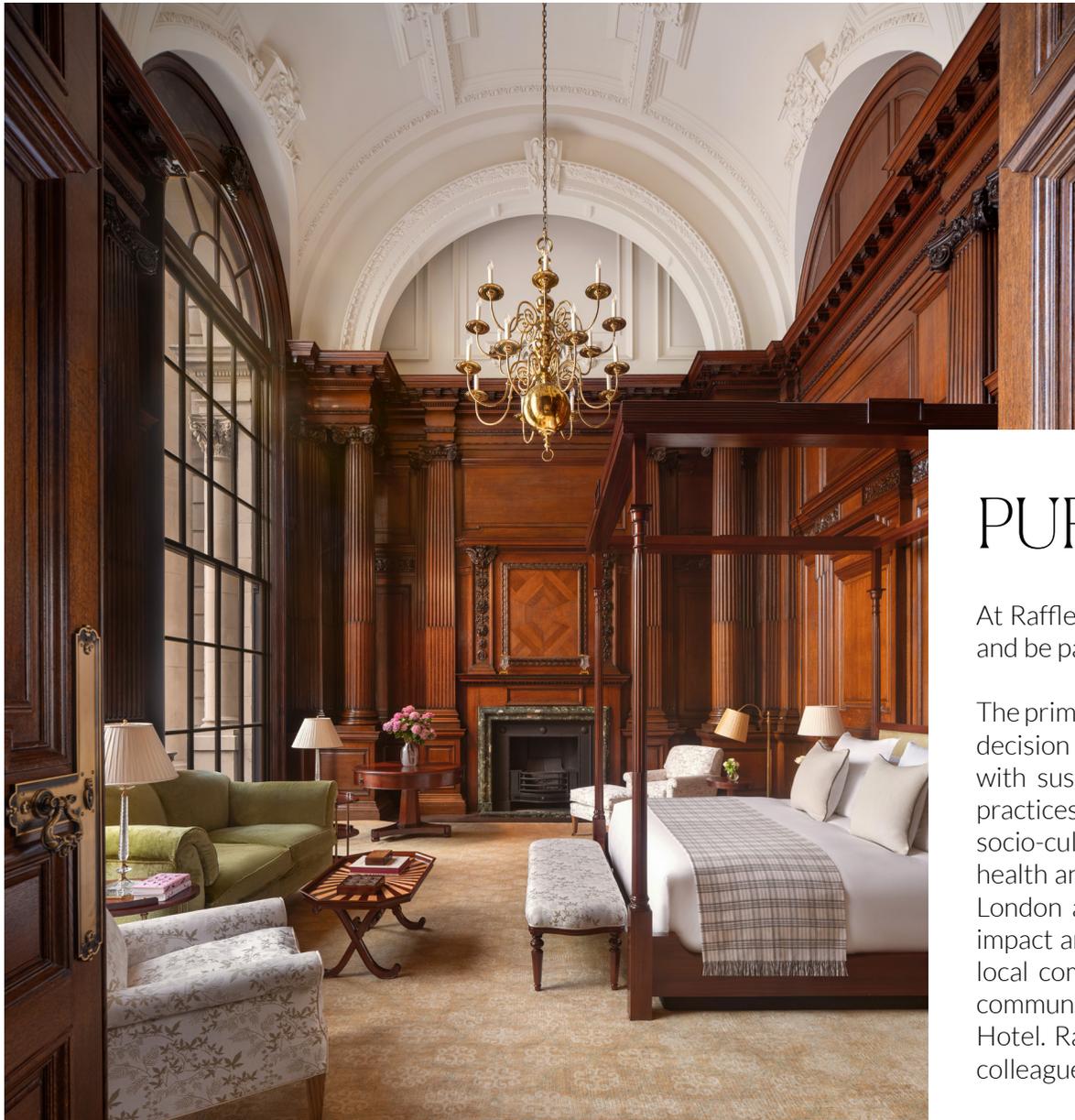




**RAFFLES**  
LONDON

*Sustainability*  
**MANAGEMENT  
PLAN**





## PURPOSE

At Raffles London at The OWO, we are committed to save our planet and be part of the solution.

The primary purpose of our Sustainability Management Plan is to guide decision making, management, and the daily operations of the business with sustainable values at the heart. Incorporating key sustainable practices that improve our impacts on the environment, recognise our socio-cultural/ethical responsibilities and maintain high standards of health and safety. Both the management and all employees of Raffles London accept the task of controlling the business's environmental impact and limiting environmental risks and ensuring support for our local communities are a priority. Concern for the environment and community support are structural elements of the objectives of the Hotel. Raffles London is committed to communicate this plan to our colleagues and our guests.

# SCOPE

The sustainability management plan covers a lot of the initiatives and activities at the Hotel and its integration with all colleagues, customers, suppliers, business partners, owners and other stakeholders.



## OUR GOALS:

- Energy Efficiency: Reduce total energy consumption by 10% year on year while maintaining high quality service
- Water conservation: Reduce water consumption by 10% year on year in the property
- Waste Production: Reduce food waste in the Hotel by 20% year on year
- Environmental Activities: To partner with several local Environmental trusts and use a portion of the colleague 3 day Charity benefit to assist

Our Sustainability Management Plan is supported by the following Policies and Procedures along with other supporting documents:

- Health & Safety Policy
- Waste Management Plan
- Purchasing Policy
- Recruitment Policy
- Employee Handbook
- Corporate Ethics & CSR Policy

# SUSTAINABILITY MANAGEMENT PLAN

## *KEY areas*

**ENVIRONMENTAL:** Raffles London will be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems and landscapes, and local environmental activities.

**SOCIO CULTURAL:** Raffles London will be involved in corporate social responsibility actions, community development, local employment, fair trade, support local entrepreneurs, respect local communities, implement a policy against commercial exploitation, equitable hiring, employee protection and last but not least, that our business does not jeopardize the provision of basic services, such as water, energy, or sanitation to neighbouring communities.

**QUALITY:** Any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its colleagues, customers, business partners, owners, other stakeholders.

**HEALTH AND SAFETY:** Raffles London complies with all established and local health and safety regulations, and ensures that both guest and colleagues are safe and secure in the environment they work and visit.



# ESTABLISH & *maintain*

Raffles London at The OWO shall establish and maintain the Sustainability Management Plan complying with requirements included in this section.

There are a number of elements that make up the Sustainability Management Plan as shown below:

**LEGAL COMPLIANCE:** Raffles London at The OWO is licensed according to UK law and in compliance with all relevant international or local legislation and regulations, including health, safety, labour, environmental aspects, and insurance policies.

**EMPLOYEE LEARNING:** We carefully recruit the best employees to work for Raffles London, we train them in various ways from online courses on our online learning platform, induction to the hotel and bespoke courses for specific departments. All staff are trained on our core colleague values – Be You, Be Kind, Be Happy, Be Confident and Have Your Purpose.



**SERVICE QUALITY & CUSTOMER SATISFACTION:** At Raffles London: “We treat others as we wish to be treated”. We have dignity and a need for pride and satisfaction in what we do, because customer satisfaction depends on the united efforts of many.

We are most successful when we work together cooperatively with everyone, and respect the contribution and importance of our fellow workers. We will consider every guest who visits our hotel a VIP, and it is our job to provide each guest with a level of service that is consistently excellent.

We will seize every opportunity to get our guest right and give them that extra 5%. We have our internal system to evaluate our performance and ensure that we exceed the expectations of our colleagues, guests and shareholders, this system allows managers to observe employees and provide constructive feedback whenever needed.

Guest feedback is highly valuable for us and it helps us to improve every day, therefore, we have an online “Trust You Survey” that our guests receive upon their departure, it consists of some questions about how the stay was and what we can do to make them even happier. This also includes questions on our sustainability plan.

**LOCAL ZONING, DESIGN AND CONSTRUCTION:** An exceptional location in Central London for social events as well as national and international meetings, Raffles London at The OWO offers a convenient location in Westminster. With 120 guest rooms, including 39 suites, Raffles London offers intuitive service that anticipates every need. Guests are free to make the most of their stay – whether for a week-long conference or one perfect night. Renowned for our attentive service, Raffles London is ideal for small- to medium-sized conferences, hosting from 15 to 600 guests. The building went through an 8 year restoration that included:

- Retained majority of the Building, Masonry Walls, Slabs, External stone façade, many windows, and doors have been retained and upgraded to serve purpose for reuse
- Removed Groundworks during excavation resulted with clay being utilised on other sites to remodel landscape and reuse material
- Removed structure such as masonry and concrete broken down to offer hardcore and piling mats for other sites
- Removed granular fill washed and reused for aggregate in concrete for other sites
- Removed Timber Flooring striped and salvaged for resell and reuse on other projects
- Re used and adapted steel trusses over 2 No remodelled glazed lightwells
- Utilise where possible UK Suppliers for materials to limit excessive delivery matters
- Secondary Glazing and improved U Value performance to new parts of envelope to mitigate thermal loss of overall building
- Timber sourcing from sustainable credited routes
- Passive measures used to reduce the energy consumption of the site. These include high specification glazing on the new building facades and secondary glazing/upgraded roof insulation on the retained elements
- Electrical vehicle charging provided on site, offering a lower carbon alternative to fossil fuels
- The building utilises the latest control systems on site for the building services, to ensure efficient and accurate control of the comfort conditioning and lighting systems
- Energy efficient lighting system provided throughout, reducing the emissions from the development
- Bespoke fresh air ventilation system to the ballroom, ensuring energy is only used when required, providing a comfortable, low carbon environment utilising outside air
- The site has the ability to be connected to the district heating system in Whitehall in the future, which will aid in lowering carbon reductions and improving air quality

**ACCURACY OF PROMOTIONAL MATERIALS:** All communication regarding promotional material at Raffles London goes through the Sales, PR and Marketing team and is in line with Raffles London guiding principles, local regulations and cultural norms. Any dissatisfaction from our guests is tracked through the guest feedback forms across many channels.

**INTERPRETATION:** We inform our guests about the local environment, local culture and cultural heritage through various means; may it be electronic via our TV systems and also verbally from our colleagues. Heritage tours of the building can be booked to learn about the rich history of the location and the building as it is today and what it was.

**COMMUNICATIONS STRATEGY:** All colleagues will receive training on environmental challenges and how to be part of the solution. Awareness training is conducted for new joiners as part of their induction program, employees receive more training in their respective areas in the hotel. We also discuss in regular meetings how to use energy and water efficiently and how to reduce the waste. We communicate with our guests and visitors to the hotel via our website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work. Our sustainable operations involve our guests, employees, suppliers and stakeholders.



**HEALTH AND SAFETY:** Our goal is to work safely at all times; think about hazard prevention in all that we do; minimize accidents so that we, as Colleagues, can feel comfortable and confident at all times in our work environment and be proud of our commitment to safety.

The management of Raffles London has developed a comprehensive Accident and Injury Prevention Program, the goal of this program is to minimize the frequency of and severity of accidents involving staff members and to comply with the local laws and regulations that relate to our hotel.

The program has been designed to eliminate physical hazards from the work environment and to train staff members in safe work practices. Accident prevention is a vital element of any successful organization, we recognize that accidents do not only cause physical and mental pain to staff members, but are also costly in terms of lost productivity and profit.

Efficient accident prevention can be directly related to increased profitability for our business, which is something that benefits all of us. While the final responsibility for the safety program lies with the managers and supervisors, the program cannot succeed without the full cooperation of all staff members. Everyone must be on hundred percent safety conscious in everything he or she does while on the job. We are confident that with a sincere and concentrated effort from everyone, our safety goals can be achieved.



**SOCIAL & ECONOMIC:** As part of our ongoing commitment we are involved in a number of areas. These include:

- Green Globe Certification - spreading the awareness about the environmental challenges, the issues that our planet is facing and the importance of being part of the solution.
- To come up with creative green ideas in all areas to save energy and water and to reduce waste.
- Driving internal and external green and CSR activities.
- To be part of the local environmental communities and non-profit organisations.
- Participate in environmental activities when organised by local organisations.
- Ensure having consistent and proper communication between all colleagues about all environmental activities.
- Give back to our community by participating in charity and donation events.





**LOCAL EMPLOYMENT:** Raffles London proactively supports the recruitment and development of locals living within Greater London. This includes various managerial level positions across its operational and support function, with a view that such colleagues will be supported, mentored and guided to grow and move into leadership positions across the company. One of the goals is to ensure that 50% of Senior Manager roles are filled by colleagues who identify as female.

**LOCAL BUSINESSES:** As part of the restoration project a large number of skilled and professional specialists worked on the building, some of whose family businesses were involved in the original build. We have also had an extensive art collection placed into the building which also has pieces that have been completed by local artists. Where possible we also use local transport and tour guides to show guests around the area.

**PURCHASING:** Raffles London at The OWO is committed to deal with authorized suppliers and official distributors who offer supplies with the highest quality in the market. Our priority is to select the suppliers who provide eco-friendly products and ensure they have certifications. The goal is to try and achieve as many products as possible being sourced within a 250 mile radius of the hotel.

**RESPECT LOCAL CULTURE:** London is the capital city of the UK, and is one of the most culturally diverse cities in the world. The history in the area though goes back thousands of years and we are heavily involved in working with local organisations to keep this rich vein of history alive. We work closely with the Horse Guards Barracks, Churchill War Museum, English National Ballet, National Portrait Gallery to offer guests unique one off experiences

**EXPLOITATION:** Appropriate policies are in place against the employment of children, discrimination, sexual harassment, and exploitation.

**HIRING:** Raffles London promotes diversity and equality on all levels of the business, and no employees or applicants are discriminated against in any way. All positions are filled on the basis of competence. Our hotel adheres to all local laws and regulations concerning labour laws, and offer conditions and wages superior to the minimum requirements. Raffles London employs people of many nationalities – currently we have no less than 50 different nationalities.

**BASIC SERVICES:** The activities of the business have not impacted or jeopardized resources or services in the local area or neighbouring communities in any negative manner. The activities of the business generate a number of secure jobs and reflects positive influence in the community.

**CULTURE HERITAGE:** The staff at Raffles London are trained to guide guests towards the cultural sights and events and/or entertainment/ restaurants that the guests are most interested in. Historical and archaeological artifacts are not sold, traded, or displayed. Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage. Raffles London places great emphasis on being a part of the local environment in regards to cultural and social activities, as well as incorporating use of local food and competencies from local businesses.





## ENVIRONMENTAL

At Raffles London, we are taking major steps to increase colleague awareness and ensure each individual acts and thinks about our environment and its challenges, and how we can be part of the solution. Our Green Champions are taking vital initiatives in all departments to ensure we are using all energy resources in an efficient way, in addition to reducing water consumption and waste.

Some of our initiatives include :

- Remove 100% of single use plastic
- Room keys made of leather
- Biodegradable takeaway cups and boxes
- The use of glass water bottles as opposed to plastic water bottles throughout the hotel
- Researching sustainability options for our coffee
- Recycling of waste in the hotel to ensure 0% goes to landfill
- Water dispenser stations in outlets and the move to our own bottling plant
- Reviewing current set up of recycling bins in the hotel
- Reviewing the information from the food waste bins to reduce food waste further
- Partnering with London Wildlife Trust to provide clean up days for colleagues
- Maintaining the level of plant based items on menus



[www.raffles.com/london](http://www.raffles.com/london)