





CORPORATE SOCIAL RESPONSIBILITY POLICY

HAND PICKED HOTELS ARE COMMITTED TO ACTING IN A SOCIALLY RESPONSIBLE MANNER IN RESPECT OF OUR GUESTS, TEAM MEMBERS AND THE LOCAL AND WIDER COMMUNITIES AND ENVIRONMENT IN WHICH WE OPERATE.

We have five areas of focus that form the framework of our Corporate Social Responsibility Policy:

- Respecting our environment through responsible use of the Earth's resources
- Food sourcing to reduce food miles and promote an ethical supply chain
- Supporting the well-being of our guests and team members
- Providing an engaging team member experience
- Making a positive contribution to our local communities

Our action plan is based on the following principles:

- there is Board level support for Corporate Social Responsibility and the policy, progress and future activities are reviewed annually by a Steering Committee
- there is full compliance with relevant environmental, health and safety and employment legislation.
- the day to day operations of our hotels and offices reflect our commitments
- each hotel is responsible for the development of short and longer-term targets that are appropriate to their location
- team members are encouraged to contribute to meeting our objectives and developing our commitments through training, communication and active involvement in local projects

Julia Hands

Chairman and CEO

RESPECTING OUR ENVIRONMENT THROUGH RESPONSIBLE USE OF THE EARTH'S RESOURCES

Improving Our Energy Efficiency and Reducing Our Carbon Footprint

Hand Picked Hotels is a participant of the government's Carbon Reduction Commitment (CRC) Energy Efficiency Scheme and has been awarded the Carbon Trust Standard.

We are committed to achieving the highest standards in energy efficiency and have targets set in the following areas:

- minimising of energy consumption and costs
- minimising water consumptions and costs
- reducing dependency on fossil fuels
- reducing our CO2 emissions
- giving high priority to energy efficient investments
- promoting sustainable sources of energy use
- reducing significantly the environmental impacts arising from energy and water use

Our target over 5 years is to reduce our energy, water and carbon emissions by 2% every year and our fossil fuel consumption by 1% every year through group and local initiatives.

Following trials, a number of projects are being rolled out across the group:

- installation of low energy lamps with the potential to achieve a saving of 650 tonnes of carbon for the group per annum
- voltage optimisation which has provided a saving of 10% of annual kWh and projected CO2 savings of 75 tonnes per hotel
- boiler optimisation with projected annual saving of 35 tonnes of CO2 per hotel
- installation of vacuum flow showerheads which reduce the volume of water without affecting the quality of the shower experience. Results show approximate savings of 5% of water consumption and 6.5 tonnes of carbon per hotel per year
- pool covers which significantly reduce energy running costs
- salt water pools which are chemical free and deliver softer water and an improved swimming experience

REDUCING OUR IMPACT ON THE ENVIRONMENT THROUGH WASTE MANAGEMENT

Activities to manage our waste reduction have been in place for a number of years and we are committed to continuing work in this area by following the philosophy of "Reduce, Reuse and Recycle" which is introduced to all team members during their induction.

All hotels recycle the following waste products:

- paper and cardboard are compacted on site
- glass is recycled
- cooking oil is removed by specialist contactors
- stationery is reused
- we work with our suppliers to remove and recycle

DEVELOPING THE USE OF OUR GROUNDS AND GARDENS

Many of our hotels are privileged to have beautiful gardens. We are committed to proactively developing the sustainability of plant and wildlife in our grounds.

Activities include:

- replacing fallen or dead trees
- growing herbs that are used in our restaurants
- undertaking an audit of the wildlife that is inhabiting the grounds of each hotel to create historical records and plan for the future

FOOD SOURCING TO REDUCE FOOD MILES AND PROMOTE AN ETHICAL SUPPLY CHAIN

Reducing Food Miles

Great dining defines the Hand Picked Hotels experience

- We are committed to supporting the communities where we operate through the provision of quality food and ingredients
- Information on locally-sourced food is highlighted on each hotel menu
- Our hotels grow herbs that are used in our restaurants and, in some of our properties, our chefs forage for wild produce or grow fruit and vegetables in the grounds

Procuring Responsibly

We are developing procurement procedures that take into account social and ethical criteria whilst making no compromise on quality and overall value for our guests

- We buy British where possible, taking into account food seasonality and quality of produce
- We check suppliers are acting ethically in sourcing and production
- There are no endangered fish species used on our menus

SUPPORTING THE WELL-BEING OF OUR GUESTS AND TEAM MEMBERS

Providing Options for our Guests

We are committed to helping our guests enjoy their experience at Hand Picked Hotels. This might be an indulgent dinner in our fine dining restaurants, relaxation in our spas or activities to help them feel energised and refreshed.

For guests who wish our support with their well-being:

- each hotel offers a minimum of one designated healthy item on each menu
- our children's menu is guided by the principles of healthy and good quality food that is freshly prepared with a balance of carbohydrates, dietary fibre and essential vitamins and minerals
- we stock items to assist with specific dietary requirements such as gluten-free bread, diabetic jams and soya milk
- we are pleased to discuss any specific food or dietary requirements
- hotels with a Health Club and Spa have team members available who are happy to offer advice and answer general or specific questions on exercise, well-being and skin care
- each hotel has information on local activities such as walking or running routes and sports facilities

Supporting the Well-Being of our Team Members:

We are committed to valuing the health and wellbeing of our team members

- All team members are provided with health and safety training during their induction and on a regular basis throughout the year
- We are continually developing and improving our health and safety policies and training programmes to maintain a safe environment for our guests, team members and contractors
- In 2009, we designed a Health and Safety for Managers training programme to develop the skills of our leaders in this area and further promote our culture of safety awareness
- Our team members are provided with meals on duty. Our managements teams are responsible for ensuring that a variety of food that is balanced and healthy is provided at each meal time
- Our hotels are working to promote a healthy lifestyle for the team by providing information on local well-being activities and support groups

PROVIDING AN ENGAGING TEAM MEMBER EXPERIENCE

At Hand Picked Hotels we focus on the needs of our team members to ensure that our guests receive outstanding service. Our reputation is important to us and we want to ensure that a Hand Picked Hotel is a great place to work as well as a great place to stay.

Our commitment is to create an experience where our team members feel valued, unconstrained, engaged and stimulated.

Training and Development

All team members have the opportunity to learn and develop a range of skills as well as attend training events to support their ongoing development. This includes:

- annual appraisals leading to a personalised development plan
- off job training and development activities and qualifications
- work groups to expand experience and develop new skills
- online training and skills evaluation through our Learning Centre

Equality and Diversity

- Information and training is provided for all levels in equal opportunities policy and effective communication techniques that promote respect and positive behaviour
- All hotels are working to develop a relationship with a local provider to provide employment or work experience for disadvantaged groups

Communication and Involvement in the Environment

- Each hotel has an Environmental Team which is responsible for setting local targets and delivering training and communication activities. The aim is to promote and emphasise the internal and local action needed from all team members to achieve our goals

MAKING A POSITIVE CONTRIBUTION TO OUR LOCAL COMMUNITIES

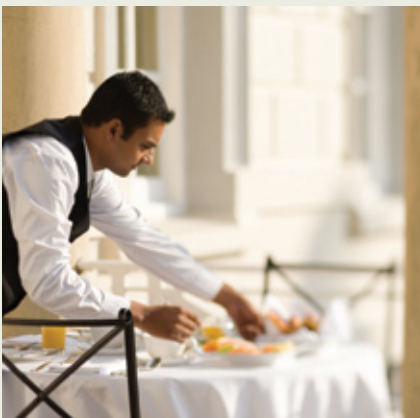
Each hotel is mutual to its community; it is part of and embraces the local environment. We aim to make a positive contribution to the communities where our hotels operate.

Supporting Local Charities

- Each hotel has a nominated local charity chosen by the hotel team

Supporting Local Schools and Colleges

- Each hotel supports their local community by pro-actively working with a school or college to develop skills and promote careers in the hospitality sector



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