

# Sustainability Policy



At Resident Hotels, we're deeply mindful of the impact our business has on the environment and the communities we serve. We're committed to reducing our footprint and making meaningful contributions to both the local and global environment by integrating sustainable practices across our hotels and operations.

We also believe in actively enhancing the quality of life for our neighbours. By supporting local initiatives and creating spaces where people can live, work, and visit comfortably, we aim to contribute to a vibrant, sustainable community. Our dedication extends to fostering a workplace where everyone feels valued and included, holding ourselves and our partners to the highest standards of conduct and integrity.

Our approach to sustainability is practical and thoughtful. By focusing on local resources and avoiding unnecessary duplication, we're able to deliver true value to our guests while supporting the local economy. Resident Hotels is all about embracing the community; we encourage our guests to explore local businesses, services, and attractions, bringing social and economic benefits to the places we call home.

Here are some of the ways we work to make a difference:

## **Our Culture & Social Responsibility**

We are committed to providing a welcoming, fair, and inclusive environment for everyone who works with us. Every team member and job applicant is treated with respect, and any form of discrimination, bullying, or harassment is not tolerated. Health and wellbeing are a priority: we provide regular health and safety training, and our Employee Assistance Programme offers 24/7 support and advice. All team members have access to help@hand app – an app that provides support for physical, mental, social and financial wellbeing.



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## **Energy Conservation**

To reduce energy use, our hotel rooms have key-operated power switches that turn off when the room is vacant, and we use energy-saving light bulbs throughout. In shared spaces, lights are activated by sensors or timers, and we manage the hotel's temperature carefully to conserve energy.

## **Waste Management**

We're committed to sustainable waste practices. Recycling is a priority, and we partner with responsible waste disposal services to minimize our footprint. Each department takes care to sort materials, like paper, plastic, and batteries, for recycling, and we actively encourage guests to join our green efforts by reusing towels and conserving water.

## **Water Conservation**

Our water systems are designed to be as efficient as possible. Guests are encouraged to save water by choosing less frequent sheet changes, and we take steps to ensure that water quality, usage, and conservation are always prioritized.

## **Sustainable Procurement**

We work closely with suppliers who meet high environmental and ethical standards, from using sustainable materials to fair labour practices. We prioritize locally sourced products whenever possible, from food to paper, and all of our tea and coffee is Fairtrade.

## **Travel**

To reduce our environmental footprint, we encourage guests to explore the local area by walking, cycling, or using public transport. Information about local transport and routes is available for our guests, and we limit hotel parking to encourage sustainable travel.



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## Nature and Green Spaces

We believe in supporting green spaces and nature reserves, whether locally or nationally, and in some locations, we're creating "wild gardens" to support local wildlife.

## Environmental Education and Goals

Our team is trained in sustainable practices, from conserving energy to eco-friendly cleaning methods, and we share this knowledge with guests through digital information available in each room.

We have set ambitious goals, like achieving zero waste to landfill by 2035 and achieving Green Tourism accreditation by 2025. Guests can opt out of housekeeping as well as regularly funding Trees planting campaigns to help make a difference.

At Resident Hotels, we're not just a place to stay; we're a part of a community that values sustainability, wellbeing, and a greener future.