

# THE LANGHAM

LONDON

## Corporate Social Responsibility Policy Statement

The Langham, London recognises the importance of environmental and social sustainability as a fundamental component in the daily operation of our hotel. We participate in the global CONNECT programme, the CSR programme of the Langham Hospitality Group (LHG), which focuses on the four key areas of environment, community, colleagues and governance. We have identified our key stakeholders and recognise the potential impacts that our products, staff and services have on the environment and neighbouring communities and we expect all our colleagues to follow the LHG anti-corruption Code of Conduct. We are liaising with and involving our stakeholders through different channels, including through our memberships of several local associations, like Regent Street Association, Marylebone Association and New West End. As an environmental conscious hotel we are committed to remedying and mitigating potential environmental and social risks to reduce our operating footprint. In order to address these potential risks we are dedicated to applying holistic and integrated management plans, policies and initiatives to ensure we meet our underlying responsibilities to our guests, colleagues, stakeholders and the local Marylebone, Westminster and greater London communities as a minimum level of performance. We are committed to respecting the human rights of our colleagues and others that we engage with during the course of our business operations as set out in our Human Rights Policy. We are striving to involve our guests in our efforts through our voluntary linen re-use program, food donations to various charities in partnership with Plan Zheroes as well as supporting our chosen charities including, Passage for the homeless, Barnardo's, KIDS and DEBRA. The Langham has also partnered with Room to Reward charity, rewarding charity volunteers. We introduced a Cycle-to Work loan scheme as well as providing bicycle parking on the hotel premises encouraging colleagues to cycle to work. Hotel owned bicycles are also available to guests free of charge to explore the city.

The Langham, London is a 380 room five star hotel located in central London. The hotel is a short walk from the busy shopping areas of Oxford Street, Regent Street and Bond Street. The hotel layout consists of three main interlinked buildings including the Regent Wing building with 46 rooms and suites and the Langham House building with Club Lounge and 450 square m<sup>2</sup> Sterling Suite. There are a total of 15 conference and banquet rooms including the Grand Ballroom. In 2013 we introduced CONNECT Meetings, offering meeting planners the option to select sustainable meeting solutions which offset the environmental and social impact from their event. Guests and members can enjoy our Chuan Body & Soul Spa and Fitness Centre, which includes a 16 meter heated indoor swimming pool and a gymnasium with state of the art equipment. The hotel has four Food and Beverage outlets these being the Artesian Bar, Palm Court and Roux at The Landau restaurants and The Wigmore, a contemporary gastro pub. As a grade two listed English Heritage building located in the central business district, we realise our underlying responsibility to mitigate potential environmental and social impacts caused by daily operations locally, regionally and globally.

In meeting our commitments we have signed up for benchmarking and certification through the EarthCheck scientific certification program managed by EC3 Global and achieved Platinum certification after we became the first luxury hotel in Europe to achieve Gold Certification in 2014. This achievement demonstrates our company's commitment to sustainable tourism practices, and aligns us with the world's largest certifier of sustainable travel and tourism businesses and communities. Our commitment to the EarthCheck programme enables 3<sup>rd</sup> party transparent and credible reporting of our environmental and social performance and we were the regional leaders with regards to energy consumption, greenhouse gas emissions and waste to landfill following the EarthCheck Benchmarking audit for consecutive years in 2018 and 2019. We are further a Gold certified member of Green Tourism which is independently validated by the International Centre for

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Responsible Tourism (ICRT) and a Gold certified TripAdvisor Green Leader Hotel. In November 2019 The Langham, London won the Cateys award for Most Sustainable Hotel in the UK.

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In order to demonstrate continual improvement in environmental and social sustainability the hotel has identified several key performance areas for continual improvement in line with the EarthCheck Company Standard and Green Tourism standards, including greenhouse gas emissions, energy efficiency, water conservation, community involvement, solid waste management. We believe in sustainable food resourcing as set out in our Sustainable Food Sourcing Statement and we signed the Sustainable Fish City Pledge, while we operate a zero waste to landfill waste management system. We were the first hotel in Europe installing the Orca food waste digester system in September 2018, reducing our carbon footprint. Our annual community program enables our colleagues to get involved in various volunteering and fundraising activities within the local community, with the main focus on supporting Barnardo's and KIDS charities for children. In meeting our commitments as an environmentally conscious hotel we give special consideration to using local suppliers and wherever possible purchasing locally produced environmentally sustainable products. We have set out our expectations for our suppliers in our Supplier Code of Conduct.

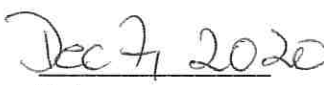
The Langham, London is committed to comply with all existing legislation and is striving to raise the bar of corporate social and environmental responsibility globally by implementing international best practice and innovative solutions to reduce environmental and social risks. We have appointed the Director of Health, Safety, Security and Environment to coordinate the hotel's CONNECT programme and heads up the CONNECT committee with representatives of all departments. He has the responsibility and skills to act as EarthCheck coordinator and for ensuring ongoing environmental performance, identification of environmental risks, recording and monitoring of impacts and implementing environmental and social sustainability measures to demonstrate continual improvement. We encourage all our colleagues to communicate our commitment to sustainability and our environmental commitments within the EarthCheck certification programme as well as other programs to our guests, suppliers, contractors, and other members of the public and to encourage participation.

The worldwide COVID-19 pandemic had an extreme effect on the hospitality industry and also on the Langham, London. The Hotel was closed from 27<sup>th</sup> March to 6<sup>th</sup> July and partially closed in November to comply with UK government regulations and have been operating with limited services and colleagues during the other months when it has been open due to very low occupancy and revenues. This had and still having a major effect on our sustainable and environmental plans and goals for 2020. In January 2020 we set the below environmental and sustainability objectives and will not be able to achieve some of them because of the current situation.

- Percentage annual reduction of 3% in energy consumption per guest night by 31/12/20
- Percentage annual reduction of 3% in water consumption per guest night by 31/12/20
- Annual onsite solid waste recycling percentage of 76% by 31/12/20.
- 460 Hours colleague participation in company community events by 31/12/20.
- Participate in the quarterly global LHG CONNECT events by 31/12/20.
- Achieve ISO14001 Certification by 31/12/20.

Notwithstanding the management and colleagues of The Langham, London remain committed to our environmental and sustainable responsibilities and will continue our efforts to improve and set strict targets for the next 12 months.

  
Doris Greif  
Managing Director

  
Date

**NOTE:** This policy and other policies mentioned are public documents to be on display, a copy may be given to anyone. The organisation invites colleagues, guests and the community to suggest ways to further achieve best practice environmental and social sustainability. This policy will be reviewed annually or whenever required.