THE LANGHAM

LONDON

LE 26 (Rev 10/26)

Sustainability 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 are ISO14001 certified and follow the global CONNECT programme, the Sustainability Management System of the Langham Hospitality Group (LHG), which focuses on the four key areas of environment, community, people and governance. We have identified our key stakeholders as our shareholders, guests, colleagues, suppliers, community and local authorities and we recognise the potential impacts that our products, staff and services have on the environment and neighbouring communities and 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 Marylebone Association and New West End Company and we invite all to provide feedback regarding our policy and actions. As an environmental conscious hotel, we are committed to protect the environment, including the management of water quality, energy efficiency, recycling and air quality, and remedying and mitigating climate change and we are reviewing our environmental risk assessment on a regular basis. We are addressing potential risks by applying holistic and integrated management plans, policies and initiatives to ensure we meet our underlying responsibilities to our stakeholders 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. Special consideration is given to local employment and more than 90% of our employees are living within a 15 miles radius of the Hotel. We are striving to involve our guests in our efforts through our linen re-use program, food donations to various charities in partnership with Plan Zheroes as well as supporting our chosen charities including Divine Rescue, Barnado's, KIDS, DEBRA and Refuge Network UK. We supported the charity KIDS OUT with the Giving Tree in our lobby during the festive period in December 2025, asking guests and colleagues to give presents to vulnerable and disadvantaged children. Colleagues can make use of our cycle-to-work loan scheme encouraging colleagues to cycle to work as well as providing bicycle parking on the hotel premises. Hotel owned bicycles are also available to guests free of charge to explore the city. We communicate our Supplier Code of Conduct to all our key suppliers and contactors and asking for their acknowledging of the Code while co-operating with us to achieve our sustainable goals.

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 interlinked buildings including the Regent Wing building with 46 rooms and suites and the Langham House building with Club Lounge and 450 square m^2 Sterling Suite. There are a total of 15 conference and banquet rooms including the Grand Ballroom. 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 three Food and Beverage outlets these being the Artesian Bar, Palm Court restaurant and The Wigmore gastro pub and a 3rd party restaurant operator will operate another restaurant on our premises, which is scheduled to open in the first quarter of 2026. Our Executive and Club guests can use our Langham Club lounge facilities on the 3rd floor. A third-party restaurant operator is operating the Sale E Pepe Mare restaurant and kitchen as well as an external restaurant and bar space, the Terrazza, on our premises. 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.

To meet our commitments, we have signed up for benchmarking and certification through the EarthCheck scientific certification program and achieved the highest level of certification, Master, in 2025 after we became the first hotel in the UK and first luxury hotel in Europe to achieve Platinum Certification in 2020. 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 3rd 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 EarthCheck Benchmarking in 2025. We are further a Gold certified member of Green Tourism.

In order to demonstrate our commitment to continual improvement in environmental and social sustainability, energy efficiency and annual EarthCheck benchmarking the hotel is concentrating on several key performance areas in line with the EarthCheck Company Standard, ISO standards and Green Tourism standards, including greenhouse gas emissions, energy & water intensity, community involvement and solid waste management. We are further committed to improvement in sustainable sourcing, while 20% of our menu items are plant based and planning to increase that every year with a target of 50% by 2030. We are committed to fair trade principles and give special consideration to using local suppliers and wherever possible purchasing locally produced environmentally sustainable products as set out in our corporate Sustainable Sourcing Policy. This is demonstrated by our Chuan Body & Soul Spa, using Rhug Wild Beauty Skin Care Products with sustainably sourced ingredients, including organic crops, wild forage, spring water, honey and beeswax from the Rhug Estate in Wales. Closer to home, we are sponsoring bee hives on a local farm while supporting the charity Bees and Refugees, offering guests and colleagues the opportunity to learn more about bee keeping and honey. We operate a zero waste to landfill waste management system and recycled 77% of our solid waste in 2025. We have installed an in-house water bottling plant, replaced single use guest bathrooms amenities with refillable dispensers and have replaced multiple single-use plastic products with alternatives. Our annual community program enables our colleagues to get involved in various volunteering and fundraising activities within the local community, supporting our various charity partners.

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.

We have set below environmental and sustainability objectives for 2026:

- Percentage annual reduction of 3% in energy consumption per guest night by 31/12/26
- Percentage annual reduction of 3% in energy intensity per square meter by 31/12/26
- Percentage annual reduction of 2% in water consumption per guest night by 31/12/26
- Annual onsite solid waste recycling percentage of 78% with zero waste to landfill by 31/12/26
- 444 Hours colleague participation in company community events by 31/12/26
- Achieve EarthCheck Master Re-Certification by 31/12/26
- Pass ISO14001 Re-Certification Audit by 31/01/26

The Langham Hospitality Group has established a 2045 target to achieve net zero greenhouse gas emissions across all its operations supported by action plans and interim 2030 targets. We have formed a committee, led by the Managing Director, and procured the services of a specialist contractor, to assist with the path towards some of our interim 2030 targets, including 28% reduction in energy intensity and 15% reduction in water intensity against 2019 as baseline year.

The management and colleagues of The Langham, London remain committed to our environmental and CSR responsibilities and will continue our efforts to achieve our targets.

Stefan Soennichsen
Managing Director
RVP Operations Europe & Middle East

01.10.2026
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.