

hotelshopuk^{Ltd}
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ENVIRONMENTAL SOCIAL GOVERNANCE

Newsletter 2022/23



A message from our Directors

Diana Evans, Robert Veale and Craig Newcombe



We are all too aware that no organisation operates in isolation. Indeed, our business prides itself on the relationships it builds, and interaction it has with, employees, customers, suppliers and stakeholders.

Our double delight sustainability plan is about managing these relationships to produce an overall positive impact on society, whilst adding value to the business and those involved with it.

When the business began in 1999 it was based on a promise to delight our customers – not an idle boast since 98% of customers say they would recommend and use the company's services again.

We have always believed that the staff are key to our success and am confident that they will embrace the initiatives outlined in our plan with the same enthusiasm and dedication that they have delivered to the growth of the company.



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2022 PLEDGE

AT THE BEGINNING OF 2022 WE PLEDGED..

...to change how we work as a business so we are increasingly more thoughtful towards our social, environmental, and governance responsibilities.

We pledged to educate ourselves and our staff and to work towards a brighter future, by making conscious decisions daily.

WE APPLIED OUR

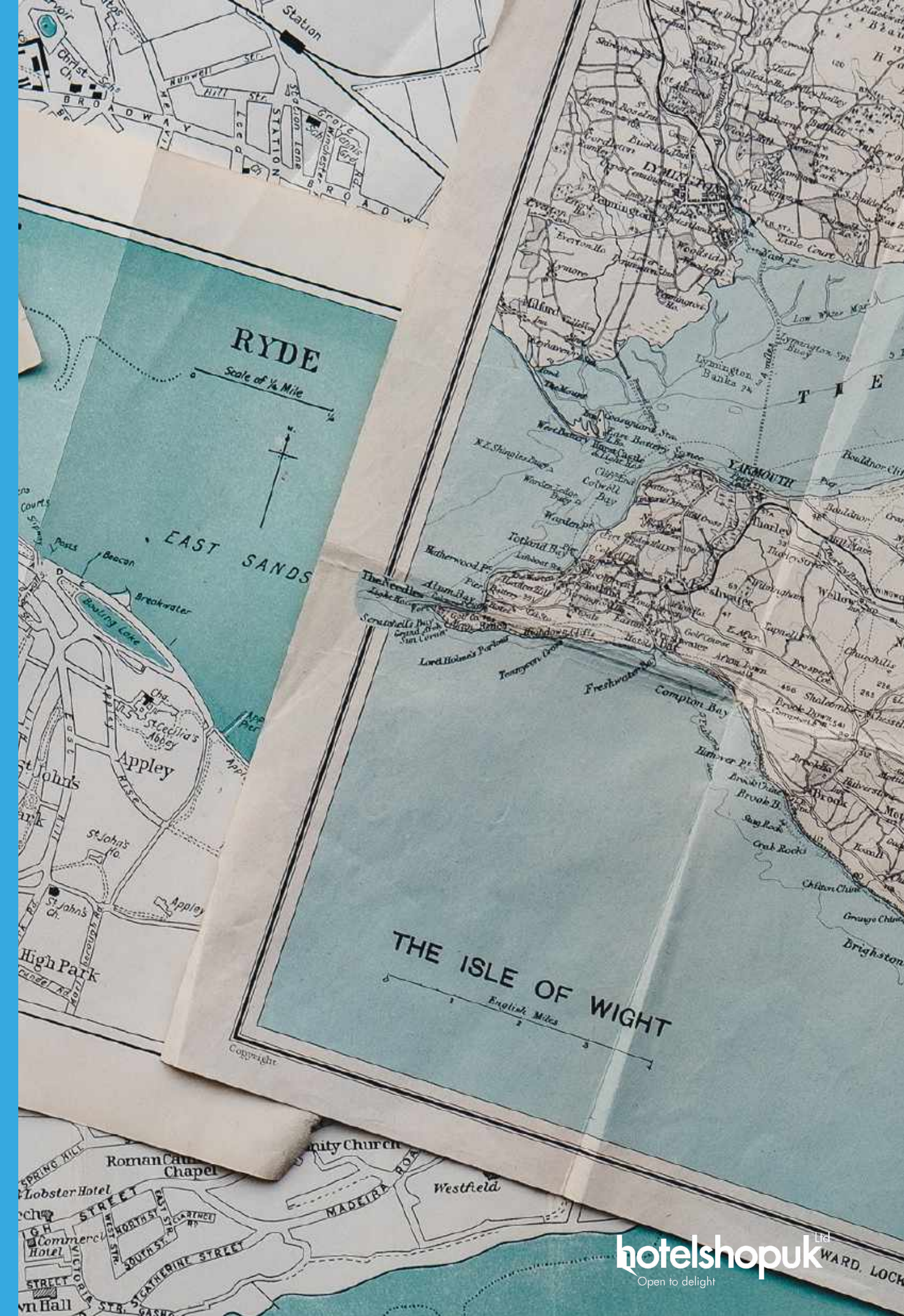
DELIGHT

ETHICS TO OUR
ESG POLICY



DEDICATED
ENTHUSIASTIC
LIKEABLE
IMPROVING
GIVING
HUNGRY
TEAMWORK

to change
about improving our surroundings
to our local connections and each other
our habits
to our colleagues and clients
to learn
to make a real change



OUR 2022 PLEDGE

AT THE BEGINING OF 2022,
WE LOOKED AT OUR BUSINESS
AND ESTABLISHED AREAS OF
IMPROVEMENT.

ENVIRONMENTAL

Promote greener ways to travel
To assess our renewable energy usage
Reduce our energy usage and carbon footprint
Lower our plastic and paper consumption

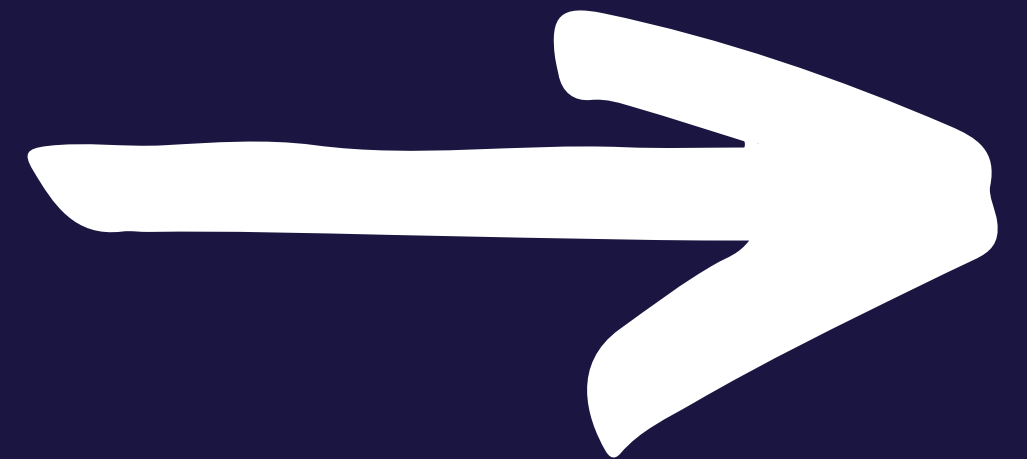
SOCIAL

Be an IIP Gold approved employer
Promote mental health training
Raise over £2500 for charity
Assess continuous development of staff
Buy ethically and sustainably

GOVERNANCE

Maintain our ISO quality accreditation
Ensure all policies are up to date
Review suppliers for their ethics
Ensure management lead the way
with ESG responsibilities

**HERE IS WHAT
WE ACHIEVED
IN 2022**



A close-up photograph of green leaves covered in water droplets, creating a textured and vibrant background. The leaves are in sharp focus, showing the intricate vein patterns and the glistening surface of the water droplets.

ENVIRONMENTAL

HOW WE ACHIEVED OUR MISSION

PROMOTE GREENER WAYS TO TRAVEL

We saved 93,425KG in Co2 emissions through rail travel as opposed to using a petrol car for the same journey

TO USE RENEWABLE ENERGY BY 2023

We switched all three sites to carbon-neutral energy sources by the end of 2022, one year early.

BUY ETHICALLY AND SUSTAINABLY

We buy from Ethical Superstore in bulk to purchase ethically and sustainably as well as minimise travel costs and Co2

EDUCATE ON GREEN CHOICES

Environmental staff awareness increased by over 30%, as shown by a survey completed by staff.

Reduction of plastic and paper waste through education and system examination.

Digital business cards were introduced to reduce paper waste, alongside introducing digital versions of documents to save print waste with paper recycling reduced from 26kg per employee in 2021 to 17kg.

Water butts were installed to use for garden wate, saving minimum of 210 litres.



By selling 1000 combined rail and leisure packages to save 50,000KG of Co2

ENVIRONMENTAL



**WE SAVED
93,425 KG IN CO2
EMISSIONS
THROUGH RAIL TRAVEL**

By selling 1000 combined rail and leisure packages

OUR GREEN TEAM WORKS TO EDUCATE ABOUT ENVIRONMENTAL CHANGES



The Green Team works to help create a better environment, in the workplace and also in the local community.

- Install recycling points in all offices
- Work digitally rather than print
- Installed bike racks to promote green travel.
- Litter picking
- Helped to promote sustainability and more sustainable choices.

Green Team 
every green step counts



In 2022 we recycled 44% more than in 2021

Cardboard - 1840kg in 2022 vs 900kg in 2021
Plastic/Tin/Cans - 438kg in 2022 vs 382kg in 2021
Paper - 2350kg in 2022 vs 1935kg in 2021





6 ways to have a **Greener Christmas**

Maximize the efficiency of your home

- Use recyclable cards and gift wrapping**
- Switch to LED fairy lights**
- Choose organic and reduce your food waste**
- Buy a real Christmas tree**
- Buy 'green' gifts that are third-party certified**

Anthesis



Fine tune your heating

Save up to £80 a year by turning your heating down by just 1°C - and you probably won't even notice the difference.



BUY LESS

CHOOSE WELL

MAKE IT LAST

Green Team

every green step counts

From advice to getting involved!
We do all we can for our environment.

My Green New Years Resolutions

- Stop using single use plastics
- Walk, Bike, use Public Transport
- Eat and Shop for Local Seasonal produce



Online shopping this Black Friday could lead to **386,000 tonnes of carbon being emitted into the atmosphere** - the equivalent impact of more than **215,000 return flights from London to Sydney.**

Source: money.co.uk





SOCIAL

HOW WE ACHIEVED
OUR MISSION

BE AN IIP GOLD APPROVED EMPLOYER

We were reissued our Gold IIP accreditation

PROMOTE MENTAL HEALTH TRAINING

We now have 1x mental health first aider, 2 mental health champion and 11 managers of mental health in the workplace.

RAISED £2623.70 FOR CHARITY

We surpassed our £2500 target for charity this year by our Annual Golf day, staff challenges and donations.
This went to St Richards Hospice

CONTINUOUS DEVELOPMENT OF STAFF

682 courses were taken by staff in 2022, compared to 286 in 2021!



S
O
C
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St. Richard's
Hospice



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WE RAISED
£2623.70
FOR ST RICHARDS
HOSPICE CHARITY

**OUR CARE TEAM WAS
SET UP IN 2020
DURING THE
PANDEMIC.**

Care Team 
we are here for you

OUR CARE TEAM ENSURES EVERYONE HAS SUPPORT

The mental health and wellbeing of our staff is important to us.

We ensure we give our staff outlets to talk and motivation to work on their own mental health along with the occasion to relax and get together as a team.

Care Team

we are here for you





Care Team 

we are here for you

From supporting each other to enjoying each others company.
We work at our work relationships to support each other.



GOVERNANCE

**HOW WE ACHIEVED
OUR MISSION**

GOVERNANCE

MAINTAIN OUR ISO QUALITY ACCREDITATION

Our annual ISO audit was completed and reissued.

MAINTAIN OUR GOLD IIP ACCREDITATION

We reviewed our Gold Award IIP accreditation for another year.

ENSURE MANAGEMENT LEAD THE WAY WITH REGARD TO ESG RISKS AND OPPORTUNITIES

ESG is discussed at Board level and with dedicated SMT meetings scheduled throughout the year.

ENSURE ALL POLICIES ARE UP TO DATE

All policies are reviewed annually.

SUPPLIER REVIEWS

We annually review our key supplier's social and ESG practices to make sure they remain in line with our overall company commitment and framework

MOVING FORWARD

**THERE IS A LONG WAY TO GO.
BUT WE BELIEVE WE ARE ON
THE RIGHT PATH.**

2022 brought a big shift in how the whole company works in terms of ESG. We rallied as a team to shift through processes to make our working environment more sustainable and enjoyable to be in.

Now with solid foundations built, we set our path and journey to becoming carbon net zero.



ENVIRONMENTAL

Introduction of a formalised carbon reduction plan (carbon neutral by 2030 and net zero by 2035).

Increase buy-in to being green as a normal part of working life by 10%.

Silver accredited carbon literate organization by end of 2023.

Save 100Kg co2 through rail travel packages .

Reduce paper and plastic recycling even further by 15%.



SOCIAL

10% of staff trained in mental health.

Increase of charitable donations by 50%.

Increase our community volunteering hours by 25% and mentoring hours by 10%.

Continue to purchase 90% office supplies through ethical or social means.



GOVERNANCE

Introduce a formalized DELIGHT programme to embed clear organization goals and values.

All board members to undertake a minimum of 16 hrs CPD annually.

Ensure all policies, procedures are audited. reviewed and updated annually.

Retain accreditations: Ecovadis, IIP and ISO 2001:2015.

Monthly BU meetings to be undertaken with all relevant staff on business and financial performance.

Bi annual company updates to the whole group of staff sharing financial and business performance.

**WE HAVE
BIG
PLANS FOR
2023**

Having made massive steps in our EGS steps in 2022, 2023 has a lot to live up to!

Our focus will continue on being carbon neutral by 2030 and net zero by 2025 as well as further improvement to staff environments through clear governance and social actions.

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see you next year!

