



hotelshopuk^{Ltd}
Open to delight

ENVIRONMENTAL SOCIAL GOVERNANCE

Newsletter 2023/24

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.

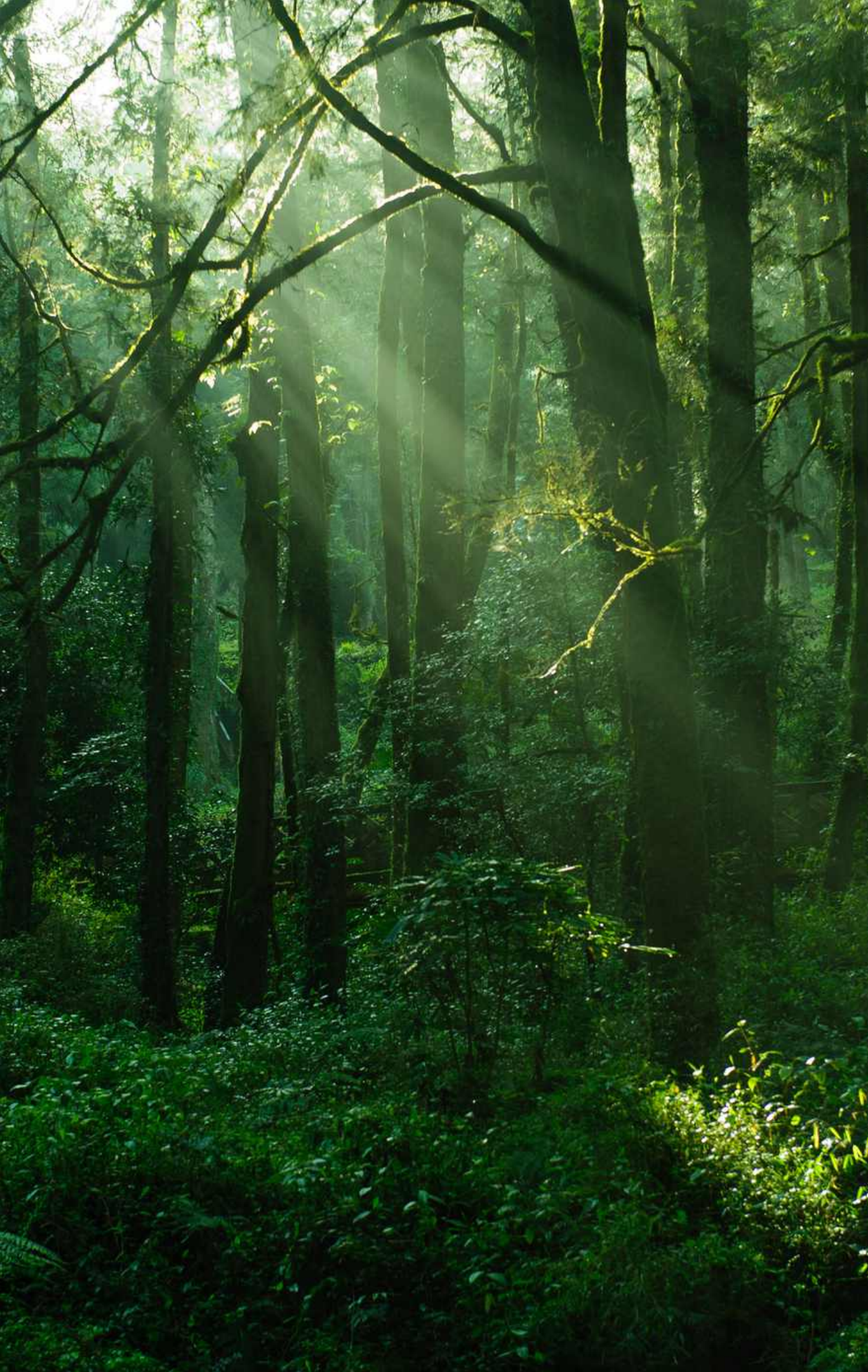
We have always believed that the staff are key to our success and am confident that they will embrace the initiatives outlined in our plan with the same enthusiasm and dedication that they have delivered to the growth of the company.



A message from our Directors

Diana Evans, Robert Veale and Craig Newcombe



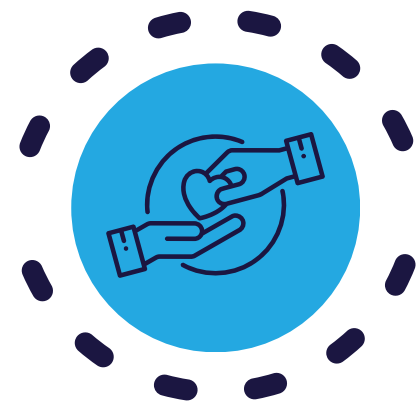


OUR 2023/2024 PLEDGE

...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** **VALUES** TO OUR ESG POLICY



DEDICATED

Make sustainable choices & continuous improvement



ENTHUSIASTIC

Have willingness & passion for everything we do



LIKEABLE

Be approachable, delightful, friendly & fun



INCLUSIVE

Show compassion, fairness & respect to all



GENEROUS

Give back & go the extra mile



HONOURABLE

Work with integrity, honesty & accountability

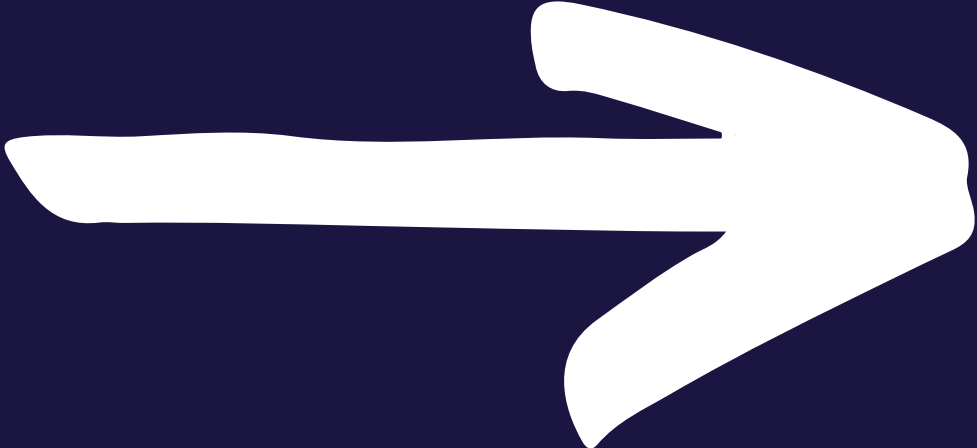


TEAMWORK

Collaborate & communicate with others considerately



HERE IS WHAT WE ACHIEVED IN 2023/2024





ENVIRONMENTAL

ENVIRONMENTAL

PLEDGES

ACHIEVED

Introduction of a carbon reduction plan for next 3 years inline with SBT (carbon neutral by 2030 and net zero by 2035)



Worked with Positive Planet on reduction plan and communicated through Senior Management Meeting

Be carbon neutral through offsetting by end of 2023



Offsetting initiatives using Positive Planet data

Silver accredited carbon literate organization by end of 2023



Completed

Reduce CO2 emissions scope 1-3 by 20%



Completed through electric company cars, hybrid pool cars and renewable electricity

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



Green team / lunch & learn / quiz / newsletters / CL training

OUR CARBON FOOTPRINT ANALYSIS

Your Carbon Footprint

The top-level analysis below demonstrates which activities contribute to your Scope 1, 2, & 3 business emissions. Also included is an overview of your emissions by Scope, along with your calculated annual carbon footprint.

Throughout this analysis, all measurements are given in tonnes of carbon dioxide equivalent (tCO_{2e}).



positive planet

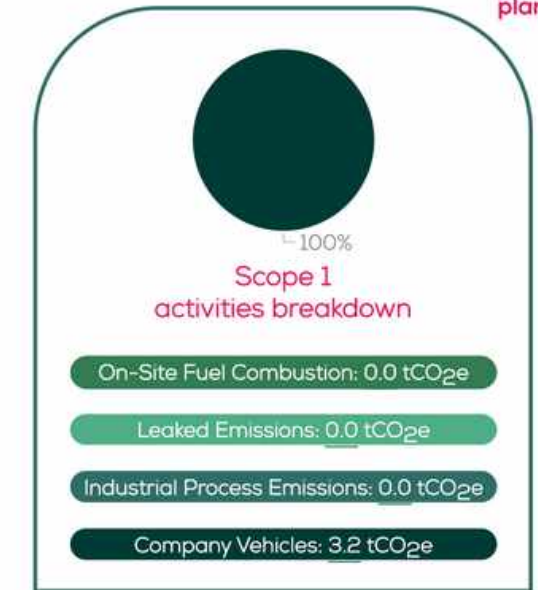
Scope One Emissions

Scope 1 includes emissions that occur as a direct result of your operations. This includes fuel combustion, chemical processes or gas leakages that occur in buildings, vehicles or machinery owned or controlled by your business.



Scope 1 total emissions: 3.2 tCO_{2e}

Contribution to overall footprint: 1.6%



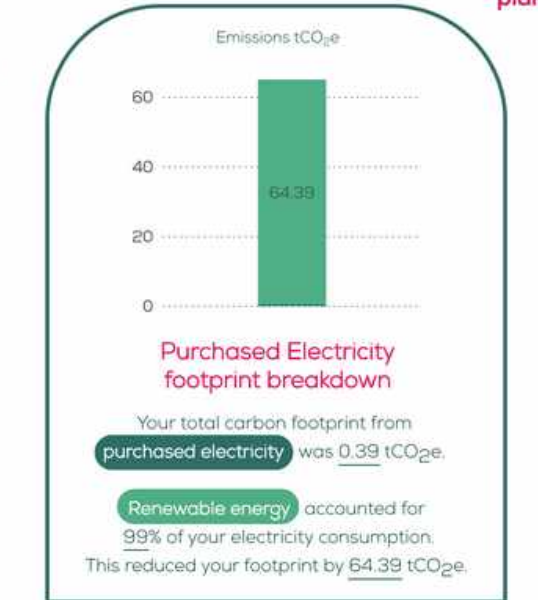
Scope Two Emissions

Scope 2 emissions occur offsite during the generation of energy used by your organisation. This includes the generation of electricity, heat, steam or cooling that has been purchased by your organisation.



Purchased electricity: 0.39 tCO_{2e}
Steam, Heat, and Cooling: 0.0 tCO_{2e}

Scope 2 total emissions: 0.39 tCO_{2e}
Contribution to overall footprint: 0.2%



Scope Three Emissions

A range of activities are reported within every company's Scope 3 footprint. Each of these activities are noted below, separated into Upstream and Downstream emissions. Often, Scope 3 emissions comprise the largest part of an organisation's carbon footprint. It is therefore imperative that these activities are measured, and their negative impact reduced.



Scope 3 total emissions: 200.9 tCO_{2e}

Contribution to overall footprint: 98.2%





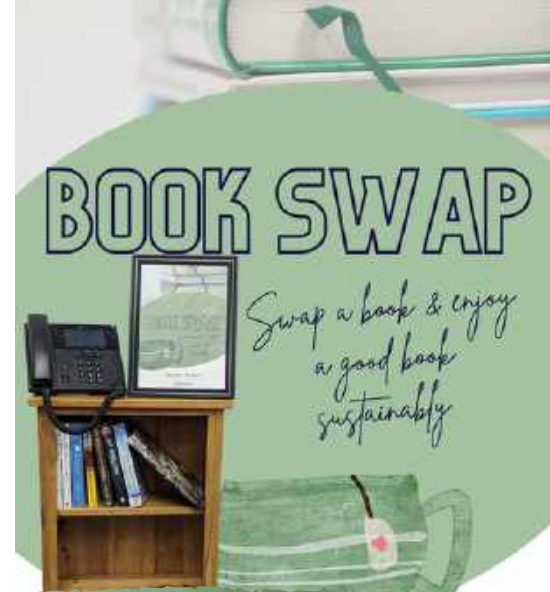
Educating staff



Gardening



Christmas sustainability ideas



Book swaps



Creating a forest school for a local primary school.

Green Team

every green step counts



Nature walks



Litter picking



SOCIAL

PLEDGES

ACHIEVED

Improve our staff turnover < 26%



Training plans, induction plans, team building

Increase our proud to work at hotelshopuk score >80%



Sustainability / charity / education work / office refurbishments where needed

Increase our recommend hotelshopuk as a great place to work score >75%



Career progression / team / 1-2-1's/ team building

Increase our investment into training by 10%



Supervisor training, better recording of on the job training, mental health, carbon literacy

Increase of charitable donations by 50% to £4K



Raised over £7000 in 2023 and over £6000 in 2024

Increase our volunteering hours by 25%



Introduced volunteering hours by the end of 2024



IN 2023 WE RAISED **£3359.40** FOR WORCESTERSHIRE MATERNITY BEREAVEMENT FUND

IN 2023 WE RAISED **£5232.00** FOR CANCER RESEARCH

hotelshopuk CANCER RESEARCH UK

CHARITY HEAD SHAVE
Bring your friends & family
Monday September 18th
6 pm for 6.30 pm Head Shaving

Andy Alex Craig Rob

SCAN ME

Donate here

Taking place at HotelshopUK
28 High Street, Droitwich, WR9 8ES

Prosecco & beverages on sale
with homemade cakes galore!

Bring cash or QR code donations





IN 2024 WE RAISED
£6258.95
 FOR
 WORCESTERSHIRE BREAST UNIT HAVEN



**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





Wellness walks



Festive celebrations



Staff parties



Mental health awareness



General fun!





GOVERNANCE

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PLEDGES

ACHIEVED

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



DELIGHT Team was put together across all HSUK departments in 2024.

Update and enhance DELIGHT signage across the HUSK group to be implemented in every office by end of 2023



DELIGHT signage is planned across the HUSK group in 2023 and installed in January 2024

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



Was part of Ecovadis accreditation, all documents are checked and amended annually.

Retain accreditations: Ecovadis, IIP and ISO 2001:2015



We have retained our Gold IIP award and have been awarded our Gold EcoVardis award in October 2023

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



Management meetings are scheduled and carried out throughout 2023/2024.

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



We have completed two Bi annual company updates in 2023/2024.



MOVING FORWARD

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

2023 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.

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see you next year!

