

CORINTHIA  
LONDON

Corporate Social Responsibility  
*Playing our part in a sustainable future*





## Corinthia London commits to *playing our part* in a sustainable future

We believe in making people feel better. This means our guests of course, as providing unrivalled service is our core business. However, it also includes our employees, partners, suppliers, stakeholders and the world around us.

At Corinthia London we are committed to playing our part in looking after that world. We want to do more than just the minimum that is required by the current legislation.

As a leader in the luxury hospitality industry, we want to do the best we can, with the resources we have at our disposal, and proudly share how we are contributing to a better future.

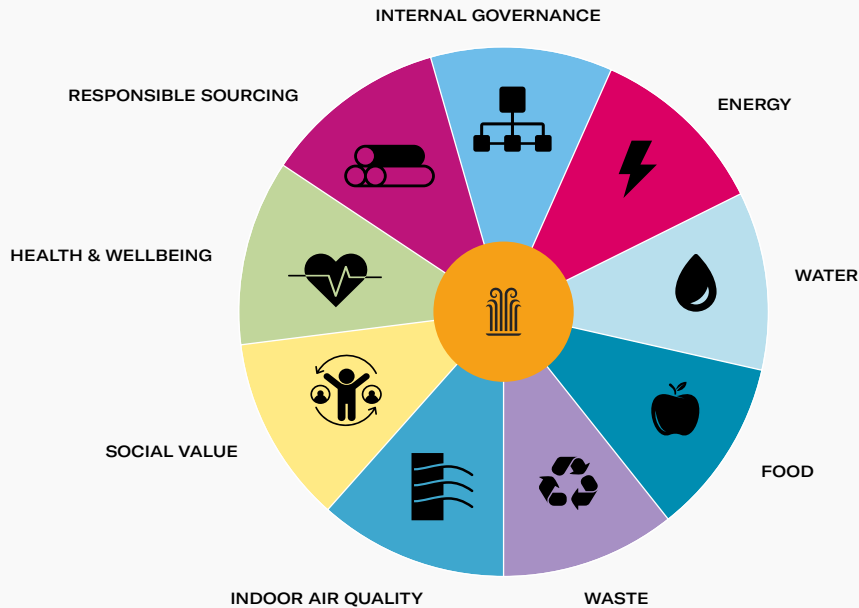
In order to cement this commitment, we have partnered with BRE Group to deliver our Sustainability Commitment. BRE Group are internationally recognised as the leading developers of sustainability standards, codes and methodologies.

As a result, our Sustainability Strategy addresses the areas of ethical and moral procurement, carbon reduction projects, positive impact in our community and adoption of environmental technologies to reduce operating impact and costs.

Within these areas, *nine categories* strongly embedded into our operation, have been identified.

For each category, stretching targets have been set to deliver on our commitment of making a positive impact to a sustainable future. These categories cover the environmental, social and governance issues of sustainability and will act as our guide for further development of delivering a sustainable hospitality service.

The nine categories are as follows:





## Waste

### **OIL WASTE**

We safely collect and dispose of oil waste, which is reused as fuel.

### **HAZARDOUS WASTE - CHEMICALS**

Hazardous chemicals are handled with care, adhering to all safety and environmental regulations.

### **CARDBOARD BALES**

Cardboard is baled and recycled, reducing landfill waste and promoting a circular economy.

### **GLASS (CRUSHED AND WHOLE)**

Both crushed and whole glass are collected for recycling and reuse as new bottles, minimizing environmental impact.

### **CONFIDENTIAL WASTE**

Sensitive documents are securely destroyed to protect privacy, and this paper waste is reused.

### **MIXED RECYCLING**

Various recyclable materials are sorted and processed to maximize recycling efficiency.

### **COFFEE WASTE**

Coffee grounds are collected and repurposed, often used in composting or as a natural fertilizer.

### **TEXTILES**

Unusable textiles are recycled to reduce waste and promote sustainable practices.

### **FOOD WASTE**

We have robust systems in place to minimize food waste, with surplus food composted.

### **CAPSULES**

Coffee and other capsules are collected and sent for appropriate recycling.

### **CLINICAL WASTE**

We ensure clinical waste is disposed of following strict health and safety guidelines.

### **WEEE (WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT)**

Electronic waste is collected and processed to recover valuable materials and reduce environmental impact.

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### **FUTURE FORWARD**

Process has started to move away from the use of miniature / single use bathroom amenities. All guest bedrooms to be equipped with refillable dispensers for body wash, shampoo, and conditioner. This will significantly reduce current waste of the single use bathroom amenity bottles.





## Food

### **MENUS**

Our menus are created with emphasis on local and seasonal produce.

### **REPURPOSING**

Repurposing of leftover food. For example, any leftovers from our breakfast offering is added to the Colleague restaurant for our employees to consume. The same for leftover food from our Afternoon Tea and Events.

### **AWARENESS**

Colleague awareness campaign to reduce food waste on staff meals.

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### **FUTURE FORWARD**

#### **MINDFUL PURCHASING**

We prioritise mindful purchasing, including brands like Belu Water, which focus on sustainability.





## Health and Wellbeing

### **BROMPTON BIKES**

Invested in six Brompton Bikes (three manual and three electric) to promote greener option of travel from the guest around the hotel.

### **ELECTRIC FLEET**

Our preferred chauffeur company offers an electrical fleet alongside their other vehicles at the same rate, making it attractive for our guests to take this option.

### **COMPLIMENTARY ELECTRIC HOTEL CAR**

We have a fully electric Hotel Car which is on standby to offer complimentary drop offs for our guests (instead of taking a taxi).

### **WELLNESS WEDNESDAYS**

Every Wednesday a healthy menu is offered in the staff restaurant.

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### **FUTURE FORWARD**

#### **COLLEAGUE AREA REFURBISHMENT**

In the process of a full refurbishment of our colleague changing facilities (including bathroom facilities to provide the right space for people to look after themselves.

Planning on a full refurbishment of the office spaces within the hotel, to improve quality of work environment for our office-based colleagues

### **MENTAL HEALTH**

We have trained mental health first aiders, able to assist any colleague struggling with their mental health.

### **RUN CLUB**

Run Club introduced for both guests and colleagues to promote physical exercise.

### **HIVE**

Invested in new staff restaurant in 2020, providing a premium space dedicated to our colleagues, where they can recharge and relax.

### **MEDICAL**

Private medical insurance included in certain contracts for our team.





## Energy

### ENERGY-SAVING LED BULBS

We have replaced old light bulbs with energy-saving LED bulbs and use disposable key cards to reduce plastic waste.

### REDUCING ENERGY WASTE

We turn off TVs during turndown services to save energy.

### OCCUPANCY

With low occupancy levels, floors of the hotel are closed to save energy.

### HEATING

In the summer, underfloor heating of all bedrooms is switched off.

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### FUTURE FORWARD

#### HALOGEN TO LED

All halogen in public areas and penthouses to be changed to LED as continuation of our I-light project





## Water

### **OPTIONAL LAUNDRY**

We offer an optional laundry and bedding service to conserve water and energy.

### **SENSOR TAPS**

Water-saving sensor taps are being prioritised when changing current taps.

### **SUSTAINABLE TOWELLING**

Sustainable towelling choice in the spa. New towels taking 30% less water to wash.

### **LAUNDRY**

Creation of additional sustainable washing cycles in our laundry, shorter programs to reduce water usage.

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### **FUTURE FORWARD**

#### **WATER USE REDUCTION INITIATIVES**

Currently researching the possibilities of water reducing initiatives in our new colleague changing rooms (e.g. sensor taps, use of waste water for toilet flush etc)







## Indoor Air Quality

### AIR HANDLING

SFG20 standard for Air Handling Units (annual cleaning).

### CLEANING

Chemical disinfection of fan coil units in guest bedrooms.

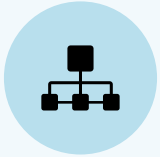
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### FUTURE FORWARD

#### AIR QUALITY

In conversation with [AirRated](#) for potential air quality check, certification, and improvement planning.





## Internal Governance

### ESG COMMITTEE

Hotel Executive ESG committee has been formed in 2023, meeting weekly to discuss everything ESG.

### FOCUS GROUP

Wider hotel focus group created to ensure ESG is embedded in all layers of the team.

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### FUTURE FORWARD

#### IMPLEMENTATION

Implementing the results of the ESG committee and wider focus group.





## Social Value

### CHARITY PARTNERSHIP

Dedicated charity partnership entered in 2023 with Spread a Smile, this was kicked off with a monetary donation.

### ACTIVITIES

Engaged the team in multiple charitable activities such as assisting at organised events and fundraising runs.

### AWARDS AND RECOGNITION

We are proud to have been awarded the Silver Recycler Award, recognising our efforts in increasing recyclable waste and reducing general waste.

Additionally, we have achieved 4 stars at the Zero Waste Award, a testament to our commitment to achieving zero waste to landfill.

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### FUTURE FORWARD

#### SPREAD A SMILE

Extending the reach of the support for Spread a Smile into our guest community will make a real financial difference (e.g., a pound on every bill). This potential will be unlocked once the colleague community has proven to really embrace this charity.





## Responsible Sourcing

### LOCALLY SOURCED

Where possible, all ingredients used in our restaurants are locally sourced.

### REGENERATIVE FARMING

Our KBG restaurant sources ingredients from regenerative farming practices.

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### FUTURE FORWARD

#### SUPPLIERS

Full review of all used suppliers will be undertaken to determine level of responsible sourcing. Based on set criteria suppliers will move into a 'preferred' or 'avoid' category.

#### FURTHER FUTURE GOALS

We aim to reduce our general waste output by increasing our recycling efforts. Our goals include:

- Increasing the proportion of recyclable waste.
- Further reducing our general waste output.
- Implementing more innovative solutions for waste reduction and recycling.



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