CLARIDGE'S

Claridge's Sustainability & ESG Policy

Our Approach

With a heritage rooted in excellence, Claridge's recognises its responsibility to operate sustainably, contribute positively to society, and uphold the highest ethical standards.
Our commitment to Environmental, Social and Governance (ESG) principles is embedded in our daily operations and reflects our dedication to creating a lasting, positive impact on our guests, colleagues, partners and the wider community.

Our ESG Framework

1. People

Health, Safety and Security

The safety and wellbeing of our guests and colleagues is paramount. We are committed to:

- Maintaining robust health, safety and security (HSS) standards across all operations
- Conducting annual policy reviews and external validation of H&S procedures
- Providing comprehensive training, including onboarding and annual refreshers
- Ensuring clear, two-way communication across all teams
- Implementing both physical and digital security systems, including cybersecurity protection
- Maintaining effective crisis management and emergency response plans

Our Colleagues

Our colleagues are at the heart of Claridge's. We are committed to:

- Creating a high-performance culture that attracts, develops and retains talent
- Supporting wellbeing through initiatives such as mental health first aiders and Employee Assistance Programmes
- Offering structured career development, performance reviews and training programmes
- Promoting diversity, inclusion and equal opportunity
- Upholding human rights and ensuring fair, respectful treatment for all
- Encouraging open dialogue through initiatives such as anonymous feedback channels
- Recognising and celebrating outstanding contributions

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2. Planet

We are committed to responsible environmental stewardship and reducing our impact on the planet.

Our commitments include:

- Reducing our carbon footprint in line with long-term net zero targets
- Implementing energy-efficient practices and increasing the use of renewable energy
- Minimising waste through reduction, segregation and responsible disposal
- Reducing single-use plastics wherever feasible across operations and supply chains
- Embedding sustainable design principles in procurement and product selection
- Conserving water through efficient management systems and awareness initiatives
- Protecting biodiversity and respecting local ecosystems

- Monitoring performance, ensuring compliance and driving continuous improvement
- Producing regular ESG reporting to track progress and maintain transparency

Dedicated ESG representatives and committees within the hotel support the delivery of these initiatives.

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3. Partnerships

Community Engagement

Claridge's is proud to be part of its local and global communities. We:

- Engage actively with local organisations, charities and industry partners

  Charities we have supported in the past include: Hospitality Action, The Felix Project, Westminster Kingsway College, The Springboard, Street Smart
- Respect and celebrate local culture, heritage and traditions
- Support volunteering opportunities for colleagues
- Measure and report on the social value of our initiatives
- Foster long-term partnerships that create meaningful and lasting impact

Responsible Supply Chain

We are committed to working with partners who share our values. We will:

- Partner with suppliers who uphold ethical, environmental and social standards
- Prioritise local, seasonal and responsibly sourced products wherever possible
- Consider sustainability performance within all procurement decisions
- Avoid working with suppliers associated with unethical or irresponsible practices
- Stay informed on evolving sustainability regulations and best practices

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Governance and Accountability

Sustainability is embedded within our governance and operational structure. We are committed to:

- Setting measurable ESG targets, including long-term net zero ambitions
- Ensuring accountability through leadership oversight and structured governance
- Integrating ESG considerations into business decision-making
- Communicating our commitments clearly to colleagues, suppliers and guests

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Alignment with Global Standards

Our sustainability commitments support the United Nations Sustainable Development Goals (SDGs), contributing to areas including health and wellbeing, responsible consumption, climate action, and strong partnerships.

Continuous Improvement

At Claridge's, sustainability is an ongoing journey. We remain committed to:

- Reviewing and evolving our practices
- Driving innovation in sustainable luxury hospitality
- Engaging our colleagues and guests in meaningful change

Together, we will continue to deliver exceptional experiences while protecting the environment and supporting our communities for generations to come.

Signed: _____
Name & Title: _____
Date: _____