

Corporate Social Responsibility (CSR) Policy

Overview

At 4C Hotel Group, we believe that we each have a responsibility towards our environment. We strive to do all we can to conduct our business in a responsible and sustainable way, and encourage those that partner with us to support us in this endeavour.

By putting CSR into practice, we are committed to:

- a) Conducting ourselves responsibly and in an ethical manner
- b) Creating a positive and supportive working environment
- c) Supporting local communities
- d) Acting with integrity in our dealings with suppliers and other parties
- e) Minimising the impact on our environment.

Communication

We communicate this policy to our team, clients and other stakeholders via our website and internal memos.

Responsibility and review

All members of the team have a role to play in complying with our CSR policy and overall objectives and are encouraged to make further suggestions in relation to initiatives we could undertake.

We are committed to ensuring our policy remains effective and this policy is reviewed at least annually to verify its effective operation.

Our CSR principles

Our customers

We work with and support many different types of customers by providing business and leisure facilities to meet their needs. We understand that our business exists in a competitive market and our customers expect a positive and professional guest experience and train our teams to consistently deliver this.

Our people

We respect and value the things that make our team individuals and we are committed to creating a culture of inclusion and diversity.

We provide access to training for all our team to not only equip them for their current roles, but also to allow them to be in a better position to fulfil their full potential. We believe that supporting individual growth and development helps us attract and retain talented individuals and 38% of our current team have been with us over 5 years.

Our local communities

In considering our impact on the community we have resolved to sponsor and support local charities.

We feel proud to have established a strong relationship with The Westminster Society, a local charity supporting those with learning disabilities and their families, to live as independently as possible. We both share an ethos in empowering individuals to develop their skills and realise their full potential.

We currently coordinate an annual Christmas appeal – gifts are given to the children the centre supports. It is always a delight to see the spark in the eyes of the children when receiving gifts from Santa which is a lovely closure to the year. You can find out more past events here via our [news](#) page

Our suppliers

We endeavour to work with organisations that share the same ethos of commitment in dealing with stakeholders fairly and ethically.

Our environment

We believe in the principle of caring for the environment and continually strive to incorporate environmental good practice into our workplace, taking a sustainable approach to waste management and minimising our use of resources across the business. We have taken steps to do this through:

- Adopting sensible paper and plastic recycling practices across our group.
- Ensuring heating or lighting is turned off outside working hours in our properties.