



CORPORATE SOCIAL RESPONSIBILITY

people

planet

profit

principles



INTRODUCTION

We have determined to bring together some of our values and principles into one framework policy under the heading of Corporate Social Responsibility. We believe that our primary social responsibility is to remain financially viable and operationally sustainable. In doing so we will be more effective in contributing to society. Our Corporate Social Responsibility Report is about how we conduct ourselves, the impact we have on the wider society and the decisions that we take that impact our environment. We fervently believe that we have a responsibility not only to our colleagues, but society as a whole and therefore take our relationships with our stakeholders and community groups very seriously, seeing them very much as part of our team.

For business to be successful it needs to be more than an initial idea, it needs partnership, strategic alliances, commitment to sharing, the capacity to listen and the courage to speak out.

This Corporate Social Responsibility Report is a working document and we will report on our successes on an annual basis and this report will be reviewed for compliance and performance each year and targets and new focuses will be set for the forthcoming time frame.

Hospitality Assured Board of Directors

October 2019

OUR COMMITMENT – A DUTY OF CARE FOR THE FUTURE

As custodians of the environment for future generations we are committed to a policy of sound and responsible environmental management. We will focus on reducing any harmful effects on the environment and with our own research and working with reputable associations, we aim to understand, follow and implement the best environmental practices wherever possible. We will encourage our colleagues, suppliers and clients to be environmentally friendly through dialogue, training, and initiatives and give them the opportunity to work with us in our aim and make informed decisions whilst complying with all current and new legislation.



The aim for everyone at Hospitality Assured is to:-

- Prevent landfill waste by adopting a policy of green procurement. This will form part of the consideration along with packaging and delivery when making purchasing decisions or agreeing supplier contracts.
- Favour supplies derived from recycled materials and sustainable resources
- Consider ethically sourced office furnishings
- Encourage our suppliers to develop their own environmental practices
- Recycle as much as possible
- Recycle printer cartridges to local charities
- Use recycled paper wherever possible
- Fully utilise electronic banking
- Encourage the use of website/online mediums for marketing rather than printed collateral
- Achieve an environmentally aware working culture
- Use energy efficient light bulbs where possible
- Ensure computers are switched off when not in use
- Favour environmentally friendly modes of transport
- Encourage car sharing where practical
- Support community initiatives and access for all

CHARITIES

All charitable causes are important, especially if you have been touched by a particular one. We will invite a hospitality related charity to submit an informal application to be our nominated yearly charity. All charitable efforts for the duration of twelve months will be directed to the nominated cause. The decision will be a collective decision with input from all stakeholders.



**“All charitable causes are important, especially if you
have been touched by a particular one. “**

OUR BEST RESOURCE – OUR PEOPLE

Without them where would we be?

Developing and maintaining effective relationships with our colleagues in a fair and respectful workplace is the key to success and our overall ethos. We have a commitment to developing skills and knowledge for both the business and its marketplace. To retain and continually motivate people we seek to create an open policy where forums are available in which to voice ideas, concerns, success, disappointments - from which we learn and create opportunities.



We encourage our colleagues to feed into the melting pot of innovation within our business. Ideas and issues are debated amongst a number of forums such as briefing sessions and team meetings.



EQUALITY & DIVERSITY POLICY STATEMENT

Hospitality Assured Values

Hospitality Assured is a diverse, multicultural and international community. As a member of that community all colleagues, contractors, stakeholders and society can expect to be treated with dignity and respect.

As an organisation we are committed to working in an inclusive way with all the communities in which we are geographically located as well as being a beacon of good practice that reflects the Industry's diversity.

Equality, diversity and inclusion underpin all our work and are at the heart of what we are and what we do. Our commitment is not restricted to the minimum legal requirements of equalities legislation, as we aim to deliver best practice whenever possible. This is reflected in our values:

- To ensure that the integrity of the HA Standard is maintained
- To ensure that the reputation of Institute of Hospitality is protected
- To treat all stakeholders with respect
- To help people and organisations achieve their potential
- To act with honesty at all times
- To value innovation and continuous improvement
- To be passionate and engaged within the Industry

Effective communication sits at the heart of an effective and motivated team. We acknowledge that there will be times that we do not always get things right. We value feedback and treat these times as an opportunity to learn and adjust our procedures to limit re-occurrence which assists us to develop our future skills and policies.



Commitment

We do not condone any discriminatory act or attitude in the conduct of our business with our community, colleagues and society. The aim of this policy statement is to ensure no person is discriminated against either directly or indirectly on the grounds of race, colour, nationality, ethnic or national origin, sex, marital status, gender reassignment, sexual orientation, religion or belief, disability, pregnancy and maternity, or age. We will maintain a neutral working environment in which no part of our team or community feels bullied, harassed, abused, victimised, under threat or intimidated. We will listen and respond to the needs of our colleagues, stakeholders and society so we can support and inspire them to deliver service and business excellence and meet the challenges of society.



We also commit to:

- Ensure equality of access to all services by potential clients from all groups in society.
- Communicate the policy to all directors and staff, ensuring that they know that it is unlawful to discriminate when they are providing services.
- Train all colleagues, including those not providing a direct service to understand the policy, the meaning of equality in this context and their legal obligations.
- Monitor the implementation and effectiveness of the policy.
- Address acts of discrimination by directors and staff as part of disciplinary rules and code of conduct.
- Ensure that performance management systems address equality and non-discrimination.
- Maintain an easy to use, well-publicised complaints procedure.
- Review practices to ensure that they do not unjustifiably disadvantage particular groups.
- Consult customers, staff and organisations representing groups who share protected characteristics about the quality and equality of their services and how they could be made more inclusive.
- Regularly review whether services are accessible to disabled people.
- We will report on equality and diversity on an annual basis and this document will be reviewed for compliance and performance each year and new targets and new focuses will be set, as necessary, for the forthcoming timeframe.

HEALTH & SAFETY

Responsible enterprise creates an environment of high standards of Health and Safety, which contribute to their business performance, whilst meeting their responsibilities to people and the working environment in a way which fulfils the spirit and letter of the law.



What the Law Requires

Unless we are exempt from certain provisions, our business has to comply with the requirement to have a written statement of General Policy on Health and Safety for the protection of colleagues and others who may be affected by our work activities.

The statement is important because it is our basic action plan on health and safety. To achieve this Health and Safety General Policy, along with the outlined procedures, a full appraisal of needs and requirements will be undertaken in the form of inspections and risk assessments.

These Health and Safety Policy and Procedures reflect our commitment to a planned and systematic approach to implementation.

A full review will be undertaken from time-to-time to ensure high standards and commitment are maintained.

General Policy

We recognise our duties under the Health and Safety Act 1974 and the accompanying protective legislation. We will endeavour to meet the requirements of this legislation so as to ensure that we maintain a safe and healthy working environment. Our colleagues will be informed of their responsibilities to ensure they take all reasonable precautions, to establish the safety, health and welfare of those that are likely to be affected by our undertaking.

Recognising so far as is reasonably practicable the duty to ensure the following:

- To provide and maintain a safe place of work, safe systems of work, safe equipment and a healthy and safe working environment.
- To ensure that hazards are identified and regular assessments of risks are undertaken.
- To provide information, instruction and training as necessary to ensure colleagues and others are assured of a safe and healthy working environment.
- Promoting the awareness of health and safety and encouraging health and safety best practice throughout our business.
- To ensure we are taking the appropriate protective and preventative measures.
- To ensure that we have access to competent advice and are able to secure compliance with our statutory duties.

In order that we can achieve our objectives, and confirm our team recognise their duties under health and safety legislation whilst at work we must ensure that we inform them of their duty to take reasonable care of themselves, and others that may be affected by their activities. During induction our team are informed of their obligations and their responsibilities to co-operate with colleagues and adhere with safety rules.

What's coming next for 2020 /2021

Our plans for the future outside our business objectives are to:

- Build still further green operating initiatives
- Increase still further our level of communication with our colleagues, this gives the team the opportunity to voice opinions on working practices, put forward ideas for improvement and generally give feedback.
- Raise awareness of CSR to the wider community, and act as an example of good practice to others seeking to build CSR into their own business, *ensuring our own CSR is based on action not merely words.*