

OUR GREEN & COMMUNITY COMMITMENTS



RICHMOND HILL
HOTEL



WELCOME TO RICHMOND HILL HOTEL

A socially responsible and environmentally conscious hotel

We are working to make our hotel more eco-friendly. In this pack you will find our commitments to the environment and information about the plans and projects we follow. But we also need your help! We can all reduce our impact on the environment by making choices.

As a Richmond Hill Hotel guest you have a very important role to play in helping us to conserve our natural assets and become a more sustainable destination. So, you'll also find more information about our recommended tips on how you can help us below.

Our corporate social responsibility...

Richmond Hill Hotel is committed to creating, in partnership with its owners, team members, guests and local communities, a socially responsible environment in which we operate. We are committed to complying with all relevant environmental legislation and endeavour to reduce our environmental impact through the implementation and development of our Corporate Social Responsibility Commitment and Green Policy.

We believe in the need to constantly review, monitor, and adapt our ways of working to ensure we continue to strive to meet our Corporate Social Responsibilities.



ENVIRONMENTAL COMMITMENTS

GREEN TOURISM

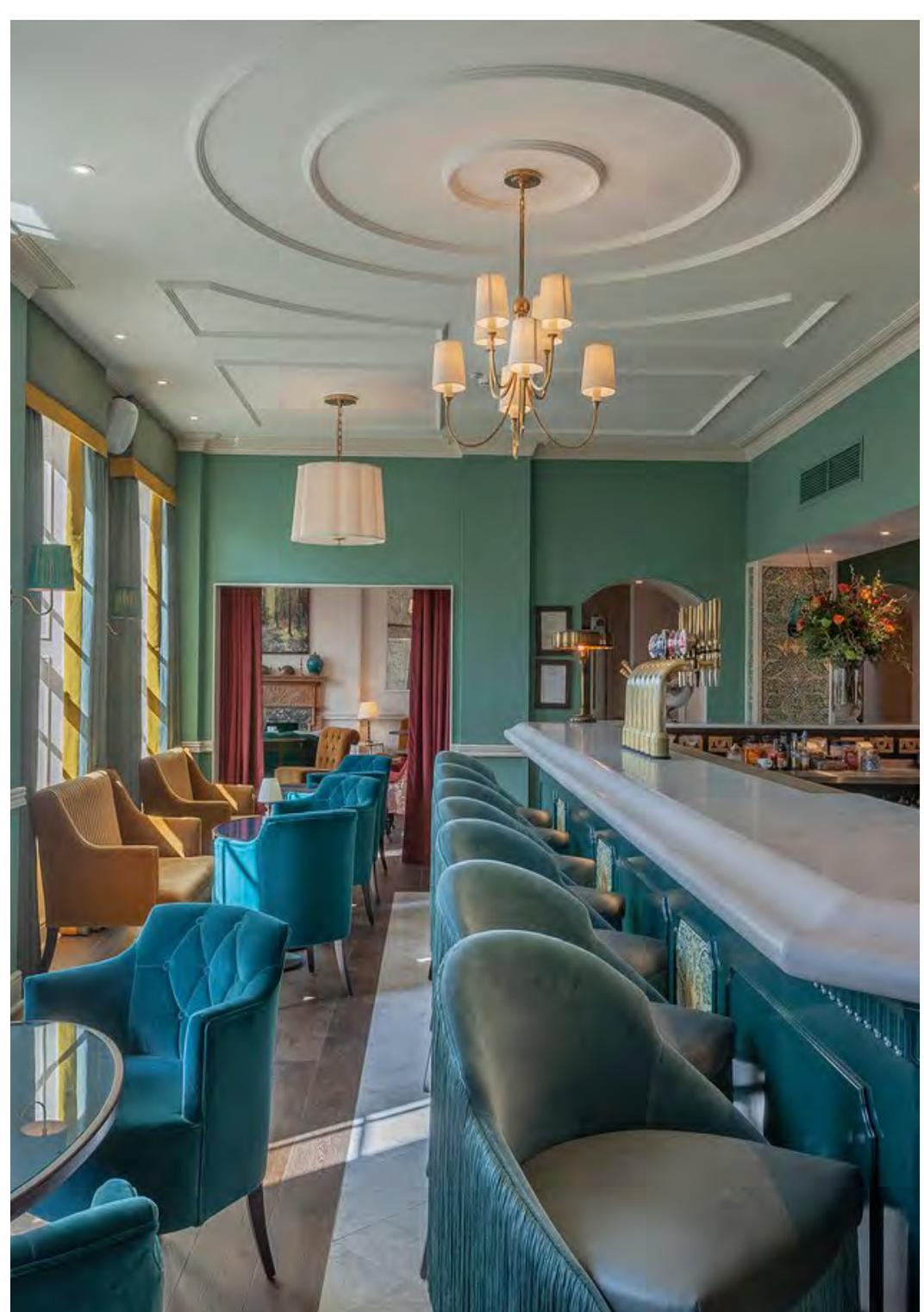
We have been members of the Green Tourism Business Scheme since 2014. We are delighted to have been awarded a silver grading standard, demonstrating our continuous commitment to sustainable environmental practises. Green Tourism is the largest sustainable certification programme of its kind and we are very proud to sit within the scheme.

GREEN RICHMOND

We aspire to achieve continuous improvement in our environmental performance, trying to lead the way locally, playing an integral role in protecting our environment now and into the future.

We are very fortunate to be located in one of the UK's most stunning natural environments and we recognise protection of our local area requires consideration in virtually all of our activities. We incorporate environmental management into everyday business. Our team seek the highest standard of excellence in environmental practice without compromising our excellent service to our customers.

Our local green initiatives stem from our membership with the Richmond Bid, supported by the Environment Agency and South West London Environment networks charity, who work towards making Richmond a greener place to live, work and play. Every year, since 2018, our team have participated in regular litter picking sessions along the river bed and park, along with the annual paddle boarding event where staff take to the Thames to clear the river of floating glass and plastic which can then be recycled responsibly.





GREEN COMMANDMENTS

At Richmond Hill Hotel, we are continually working to understand the environmental issues that can be associated with all our operations. Below are some examples of the actions we are now taking for the future:

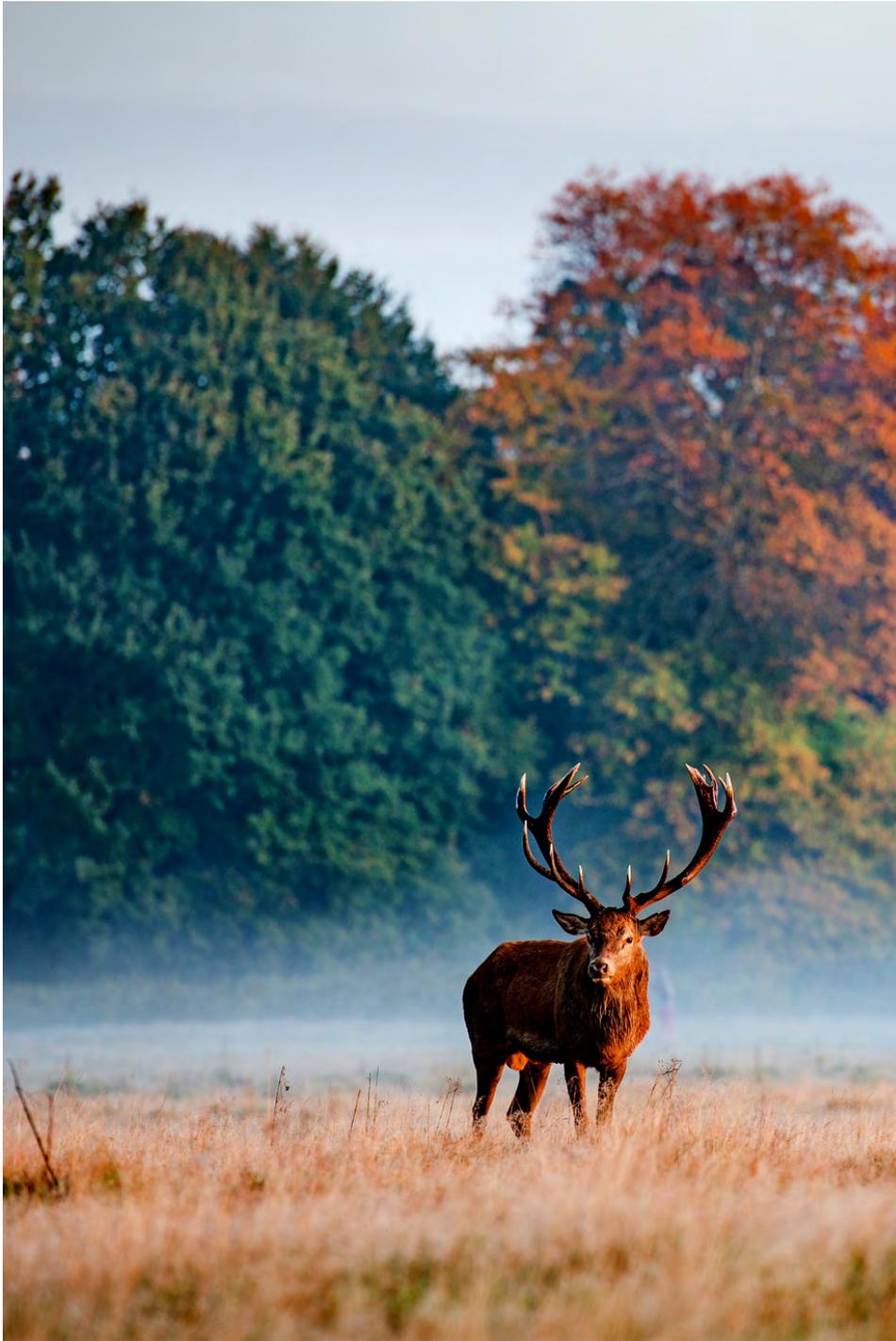
RECYCLING & REFURBISHMENT

- Purchasing recycled goods where possible and recycling paper, plastics, cardboard and in-house crushed glass using local recycling partners
- Recycling or re-using old furniture by donating everything that is in good condition to charities or organisations
- Our recent bedroom refurbishment has allowed us to incorporate further sustainable practises within the hotel and our mission is to ensure green operations are sustained
- We have removed single-use plastic bottles from our bedrooms, and replaced with recyclable glass

FOOD WASTE

- Working with our suppliers to increase usage of environmentally friendly products and supplies
- Responsibly sourcing food products and ingredients following seasonal trends and sourcing locally whenever possible to reduce food miles and support the local community

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GREEN COMMANDMENTS

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ENERGY EFFICIENCY

- Rigorously promote energy conservation and reducing energy consumption through controls on water, heating and electrical systems
- Providing responsible disposal options such as grey water in and around our buildings for use within plant borders, re-processing used vegetable oil and encouraging the use of bio-fuels
- Installing energy saving features during refurbishments, such as motion detectors, dimmers and low energy lighting wherever feasible
- Reducing the impact of paper usage by increasing our use of online transmissions and electronic data collection, and recycling any remaining paper responsibly
- Our classically Georgian windows still retain the Grade II listed. glass, but we have insulated using sustainable materials to retain heat and save energy

TRAINING

- Incorporating environmental awareness into our staff training and ensuring everyone is involved with its implementation
- Adopting an environmentally sound transport strategy, encouraging the use of bikes, car share, shared taxis for staff and public transport for our guests
- Sharing our environmental expectations with our suppliers, partners, contractors and customers and encouraging them to adopt sound environmental and sustainable
- Practices, such as reducing the amount of packaging and consolidating deliveries
- Monitoring and reviewing our environmental performance on an ongoing basis

OUR GREEN TIPS

CONSERVE ENERGY

If a light is left on overnight, within a year it accounts for as much greenhouse gas as a car journey from Paris to Richmond. So help to reduce energy by switching off your room lights when not needed. If you are staying in a Hill Collection Room your lights are automated by your key card but think smart and save energy if staying in a traditional Georgian room or when using a meeting room.

GIVE THE CAR A REST

Getting to Richmond couldn't be simpler, we encourage you to leave the car at home if you can. Rail links to the hotel are excellent and we are only a 15 walk from Richmond rail station. The walk to the hotel also offers a picturesque view of The River Thames and Petersham Meadows. Whilst with us, why not try some of the fantastic local outdoor activities Richmond has to offer, or hire a bicycle for the day? Our reception team will be happy to provide more information on cycle hire, walking routes and the best jogging routes. Find out more about cycle hire in Richmond.

RESPECT NATURE

Help us to look after our beautiful landscape and local wildlife by not littering, guarding against fire and using footpaths and cycle paths responsibly.



SHOP LOCAL

There are some fantastic local producers and independent businesses operating in Richmond. Use local products, they give you a flavour of the area and help support our local community. We are fortunate to have some fantastic producers of food, drink and arts in Richmond. Ask us about the local produce or drinks we provide here at the hotel.

BE WATER WISE

Six litres of water is wasted per minute if the tap is left running whilst brushing your teeth. The UK has rising costs for water treatments and flood defences, so we encourage you to be water wise during your stay.

SUPPORT GREEN BUSINESS

There are thousands of businesses in the British Isles working to reduce their carbon footprint through the Green Tourism Business Scheme. Businesses are awarded Bronze, Silver and Gold for their efforts to be more sustainable. Find out which businesses are thinking green.



STAFF WELLBEING

STAFF BENEFITS

At Richmond Hill Hotel the wellbeing of our team is at the heart of the service we deliver. We offer a comprehensive benefits package for all team members including:

- A private health cash plan for permanent team members
- Salary sacrifice schemes for childcare vouchers
- Flexible working hours and annual leave package
- Hotel Recognition Programme
- Hotel team building and social events throughout the year
- A personal development plan to match career aspirations
- Access to hundreds of online discounts and freebies from leading brands, from food and drink to travel through Perkbox

STAFF TRAINING

In addition to the benefit we offer our team, we also want to ensure their career aspirations are supported with regular and up-to-date training. Exceptional people deserve to have exceptional experiences, and that's why we also provide some very exciting year-long academy programmes to enhance the range and depth of experiences that our team are able to enjoy.

Our Food & Beverage Academy is open to our restaurant, room service, lounge, conference & banqueting and kitchen teams, and offers a totally unique course with 9 months of once in a lifetime opportunities to get behind the scenes and have some fun and informative days out with our fantastic local suppliers. The academy teaches our teams where our ingredients come from, methods of food preparation and cooking, how to make their own items of food and even how to source it. They come away with fountains of knowledge and are very happy to pass it on to our customers!

Likewise, our Management Academy is open to 10 team members each year looking to progress their career in hospitality management, with workshops focusing on financial and commercial awareness, motivation and behavioural strengths and more.



CHARITY & COMMUNITY

OUR CHOSEN CHARITY

We support Shooting Star Children's Hospitals, a leading children's hospice charity caring for babies, children and young people with life-limiting conditions, and their families.

Whether lives are measured in days, weeks, months or years, they are there to make every moment count. They support families from diagnosis to end of life and throughout bereavement with a range of nursing, practical, emotional and medical care.

