



CITYSUITES

# Environmental, Social and Governance report

JANUARY-DECEMBER 2022







## Introduction

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## WELCOME



Two years ago, CitySuites published our first ESG impact report, setting out a roadmap to become a more conscious hospitality business. We wanted to offer our guests a different kind of luxury experience, one with all the indulgence of a five-star hotel, without the environmental or social cost. We firmly believe that high-end can also be low-impact, and as we enter the third year of our ESG programme, I'm immensely proud of the scope of work we have achieved by adopting this principle.

As we reflect on 2022, the time to act has never felt more urgent. From a global energy crisis to record-breaking temperatures worldwide, all businesses are forced once again to reassess their climate impact. This year we recalculated our direct emissions for the third time, and we've been working to bring them down by stepping up our energy-efficiency practices and investing in new technologies. Additionally, we've continued to carefully monitor our resource dependence, keeping our waste and water impacts to a minimum.

This activity continues to be carefully underpinned by robust governance measures, including around 100 policies, supported by ongoing training and audits. We value regular input from third-party experts to refine our

processes, including our environmental management system (BS 8555 Certified), ISAAP accreditation and Cyber Essentials Plus certification.

Driving everything that we do is our people. People give CitySuites purpose, and we want to establish a culture that reflects this, creating an inclusive work environment where people want to grow and thrive during their time with us. This year our team has been busy looking at ways to continue to enhance our people practices, from diversity and inclusion to employee engagement. We've also maintained partnerships with our wider communities, and we're proud to have made significant contributions to causes we care about.

Spearheaded by our ESG Committee, we want to make 2023 our most ambitious year yet for ESG, delving into our wider emissions impact and going even further on our commitments. We look forward to continuing to report on our progress, as well as maintaining our pioneering outlook on sustainability in our sector.

Gavin Bailey –  
*Operations Director*



## ABOUT US

### The original luxury aparthotel

Located in the vibrant heart of central Manchester, CitySuites is perfectly placed for both business and leisure. From business meetings to weekend getaways, our CitySuites I and II buildings leave our guests with an unforgettable experience.

Whether you book with us for one weekend or one year, we offer all the indulgence of a five-star hotel, whilst retaining all the comforts of home. Our 24-hour reception and concierge cater to our guests' needs around the clock, with unlimited access to our indoor and spa pools.

Our stylish range of luxury studios, one and two bed apartments boast iconic city views, complete with all the amenities required for a comfortable stay. Each of our serviced apartments are designed to offer complete comfort and convenience with a king-size bed, fully fitted kitchen, Sky + HD package and free Wi-Fi. Plus, guests can soak up the classic interior styling of the award-winning Embankment Kitchen Bar & Restaurant, savouring the modern yet cosy atmosphere over breakfast, drinks, or dinner. In addition, this year we introduced our new meeting rooms, providing the ideal space to bring together business and leisure.

We are proud to be the recipient of numerous accreditations and awards, including:

Visit England



BS 5555



TripAdvisor



GSA Security



ISSAP



Maiden Voyage







## Introduction

# CITYSUITES VALUES

CitySuites' values set the standard for expected behaviour and our performance.



## Passion:

Our love for what we do drives us to work hard, to go that extra mile and deliver greatness



## Inventive:

We do not just stick with the ordinary

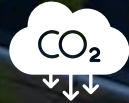


## Bags of integrity:

We do not just do what we think is the right thing to do, we do the right thing



## OUR HIGHLIGHTS IN 2022



Reduced our  
carbon emissions  
by 7%



Achieved carbon-  
neutral status for  
the third year in  
a row



Donated  
£16,699.30  
to charitable  
initiatives



Powered our  
operations with  
100% renewable  
electricity



Diverted 100%  
of our waste  
from landfill



Women make  
up 50% of  
management level  
positions



## LOOKING FORWARD: OUR ESG OBJECTIVES FOR 2023



### Environment

- ✿ Lower carbon intensity ratio by 5%
- ✿ Maintain 100% of waste diverted from landfill and reduce total waste by 5%
- ✿ Continue to procure 100% renewable electricity
- ✿ Explore onsite energy generation at CitySuites' properties
- ✿ Assess the impact of energy reduction initiatives against monthly consumption data



### Social

- ✿ Share supplier code of conduct and supplier questionnaire with at least 80% of our supply chain and begin to capture supplier ESG data
- ✿ Formalise CitySuites' DE&I programme, supported by an employee-led Diversity and Inclusion council
- ✿ Re-assign wellbeing champions to drive initiatives
- ✿ Roll out a career development framework for all employees



### Governance

- ✿ Undertake gender pay gap analysis and set out an action plan to reduce any inequalities
- ✿ Update ESG Policy



### ESG Integration

- ✿ Begin to track progress against ESG goals on a quarterly basis

## OUR ALIGNMENT WITH THE UN SUSTAINABLE DEVELOPMENT GOALS

### Goal 13: Climate action

**Target 13.1:** Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries

- We have recalculated our carbon footprint for the third time in 2023, and offset our emissions to become carbon neutral.
- We minimise our consumption of precious resources, including water, energy and waste.

### Goal 12: Responsible consumption and production

**Target 12.3:** By 2030, halve per capita global food waste at the retail and consumer levels and reduce food losses along production and supply chains, including post-harvest losses

**Target 12.5:** By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

- We use minimal single-use plastics across our operations, opting instead for refillable and reusable alternatives. This includes refilling all our toiletries bottles, switching to glass bottles in our gym areas and providing eco-friendly coffee cups in our café.
- To drive down our food waste, we partnered with food waste app, Too Good To Go, to sell on our surplus food. We're also partnered with Olleco for our cooking oil, who turn our oil into fuel.
- We also maintained zero-waste to landfill, ensuring all our waste is disposed of responsibly.



### Goal 3: Good health and wellbeing

**SDG3:** Ensure healthy lives and promote wellbeing for all at all ages

**Target 3.4:** By 2030, reduce by one-third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and wellbeing

- We are committed to protecting the wellbeing of our staff, offering practical support through our employee assistance programme (EAP), in addition to mandatory wellbeing courses for all staff. We also have an established Health and Safety (H&S) Committee, which meets monthly to monitor and mitigate potential risks.

### Goal 7: Affordable and clean energy

**SDG7:** Ensure access to affordable, reliable, sustainable and modern energy for all

**Target 7.2:** By 2030, increase substantially the share of renewable energy in the global energy mix.

- CitySuites has procured 100% renewable electricity since 2021.

### Goal 6: Clean water and sanitation

**SDG6:** Ensure availability and sustainable management of water and sanitation for all

**Target 6.4:** By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity.

- Every CitySuites apartment is fitted with blue water restrictions, potentially cutting the water flow to six litres per minute – a 33% reduction across our basin taps and showers.







# Environment

## Our Carbon: 2021 Data

 Scope 1: 282.0 tCO<sub>2</sub>e


 Scope 2: 0 tCO<sub>2</sub>e

 Carbon Footprint: 282 tCO<sub>2</sub>e

 Carbon Offsets: 290 tCO<sub>2</sub>e

## Our carbon: 2022 Data

 Scope 1: 261.3 tCO<sub>2</sub>e

 Scope 2: 0 tCO<sub>2</sub>e

 Carbon Footprint: 261.3 tCO<sub>2</sub>e

 Carbon offsets: 261.3 tCO<sub>2</sub>e

Recent decades have exposed our planet to the highest temperatures on record. Last year marked the 46th consecutive year of global temperatures rising above the 20th century average<sup>1</sup>, while the UK recorded its hottest-ever year, with an average temperature of 10.03 degrees. This global incline in warming temperatures has devastating consequences, damaging our planet, people, and economies. To change course, all organisations have a responsibility to urgently shift away from fossil fuel dependence and drive down greenhouse gas emissions.

For the last two years, CitySuites has brought down our emissions impact through renewable electricity procurement, alongside balancing any ongoing emissions with removals. This year, we recalculated our direct emissions, appointing an external carbon consultant to calculate our Scope 1 (natural gas) and Scope 2 (purchased electricity). This year, there were some gaps in our gas consumption data due to switching energy brokers in late 2022. To manage this, we estimated our gas usage data based on month and average seasonal usage.

We were delighted to see an overall decrease in our total emissions for this year, with a reduction of around 7% (-20.7 tCO<sub>2</sub>e) in our direct emissions. This reduction was replicated across our carbon intensity ratio, with a 7.3% decline, surpassing our target to reduce our intensity ratio by 5%. Our intensity ratio was calculated by dividing our total emissions by a relevant business metric (number of rooms), which allows for a more useful comparison of energy efficiency over time.

Through maintaining 100% renewable electricity, combined with enhanced energy reporting, we strive to continue to lower our carbon intensity ratio by a further 5% in 2023.

<sup>1</sup>2022 was world's 6th warmest year on record





## OUR CARBON OFFSETS

This year, CitySuites is proud to retain carbon neutral status through investing in independently verified renewal and regeneration projects. While reducing the amount of carbon being released into the atmosphere as much as possible is our primary goal, we understand that some carbon emissions are unavoidable. To balance our residual emissions, we selected two projects to support this year, including a wind farm project in India and a hydroelectricity plant in Indonesia.

### Wind Power Project, Gujarat, India

The project invests in a wind farm in the region of Gujarat, India, generating sustainable, clean energy for the area. Historically, the bulk of Gujarat's power has been supplied by coal and gas fuelled thermal plants. Now, the project is expected to supply 348,210 MWh of renewable power annually to the central grid of the country.

The clean energy generated helps to significantly reduce greenhouse gas emissions-with an estimated annual reduction of 326, 203 tCO<sub>2</sub>e. Additionally it has reduced dependence on fossil fuels for power generation, helping to conserve natural reserves. It's also brought a number of benefits to the local region, including direct and indirect employment, helping to alleviate poverty and provide fuel security. Investment from the project has also improved the local infrastructure i.e. water availability, roads, and access to medical facilities in the region.



#### AFFORDABLE AND CLEAN ENERGY

The project will create clean, wind generated, grid-connected electricity to replace fossil fuel generated electricity



#### DECENT WORK AND ECONOMIC GROWTH

Provides employment for local people, improving the local economy and providing fuel security



#### INDUSTRY INNOVATION AND INFRASTRUCTURE

Development of roads and infrastructure



#### CLIMATE ACTION

The project activity will reduce CO<sub>2</sub>, Sox and NO<sub>x</sub> emissions significantly, thus mitigating the air pollution and its adverse impacts on human health





## Environment

# OUR CARBON OFFSETS continued

### Musi River Hydro, Sumatra, Indonesia

Based on the upper banks of the Musi River, near Sumatra's port city of Bengkulu, the project funds a run-of-river hydroelectricity plant. The plant has a total installed capacity of 210 MW, delivering over 765,000 MWh to Sumatra's grid every year.

Not only does the project help generate a renewable energy source, it also invests in the reforestation of 20 hectares of forest, which was previously cut down for firewood. This offers a sustainable alternative to cooking fuel, as well as rebuilds the land that was previously been destroyed. On average, the project has helped to reduce 568,000 tonnes of CO<sub>2</sub>e annually.

The project fosters sustainable development opportunities, creating quality jobs for the local area. A portion of project revenue is also reinvested back into the local community, investing in infrastructure such as roads, housing, and a new primary school.



#### AFFORDABLE AND CLEAN ENERGY

The project displaces fossil fuel-generated electricity and boosts Indonesia's renewables sector.



#### DECENT WORK AND ECONOMIC GROWTH

50 permanent jobs created in power plant operations, with part-time employment opportunities.



#### INDUSTRY INNOVATION AND INFRASTRUCTURE

Repairment of local bridges, roads, waste dump, mosque and a public transport terminal.



#### RESPONSIBLE CONSUMPTION AND PRODUCTION

Free training for locals on composting and making organic fertilizer from invasive aquatic plants.



#### CLIMATE ACTION

568,000 tons CO<sub>2</sub>e reduced on average annually, contributing to climate change mitigation.



#### LIFE ON LAND

Reforestation in the project area as part of a dedicated programme to support a healthy, natural ecosystem.





Since September 2021, CitySuites' properties have been powered by 100% renewable electricity

## Environment



# ENERGY EFFICIENCY AT CITYSUITES

As soaring energy bills dominated headlines in 2022, the need to switch to lower-cost, more stable energy supplies has never felt more urgent. Moreover, the transition away from fossil fuels to cleaner energy sources is front-and-centre of the UK's 2050 net-zero strategy, with a target for 100% zero-carbon generation by 2035<sup>2</sup>. In short, to stabilise global temperatures, we are depending on renewables.

CitySuites is proud to have procured 100% renewable electricity since 2021, meaning our heated pools, rooms and lighting are completely powered by clean electricity. And in 2023, we'd like to extend our clean energy programme even further, beginning to explore the potential of onsite generation for CitySuites' properties.

We've also invested in energy CapEx projects to enhance our energy efficiency, installing combined heat and power (CHP) systems in both buildings. These systems capture and utilise the heat produced as a by-product of the electricity generation process- reducing carbon emissions by up to 30% compared to conventional generation. If this system was serviceable for a full year, this would save us an estimated £10,000-15,000 in electricity costs.

All lighting is fitted with low-energy LED light bulbs, which are significantly less emitting than a regular halogen bulb, saving around 5kg more of CO<sub>2</sub> emissions. Intelligent lighting is also installed to reduce wastage, including PIR (passive infrared) sensors, and set timers on the fridges in our bar area, which switch off automatically when not in use.

Additionally, we carefully monitor our energy consumption to identify further reduction opportunities. Our Automatic Meter Readings (AMR) feed us granular electricity consumption data, drilling right down to room level. This is supported by our energy broker, who collates our gas and electricity data, and will continue to closely monitor the impact of our initiatives in 2023.

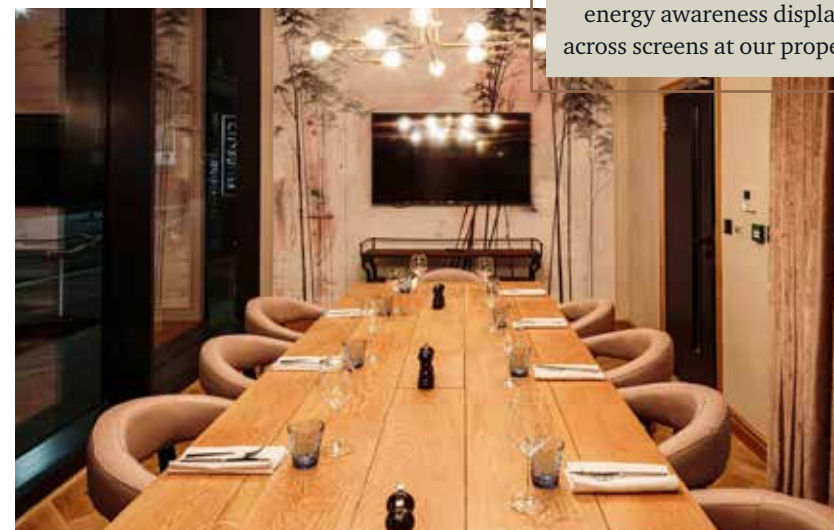
UK OPERATIONS	2021	2022
ELECTRICITY (KWH)	1,454,897.00	1,733,233
GAS (KWH)	1,733,233	1,426,583

<sup>2</sup> How much of the UK's energy is renewable



### Every bit counts

We promote positive energy consumption practices with our guests through our 'Switch Off' policy, which encourages guests to switch off appliances when not in use. We also have communications promoting energy awareness displayed across screens at our properties.





## THE HOTEL INDUSTRY: A DRAIN IN WATER RESOURCES

The pressure on water resources from industry, agriculture and a growing population is a serious issue, with the WWF estimating that two-thirds of the world's population may face water shortages by 2025<sup>3</sup>. The hotel industry can be a drain on water resources, consuming vast amounts of water in the running of individual guest rooms, spa, and pool facilities and in general housekeeping. In a single year, an individual room can consume between 60,000 and 220,000 litres of water.

Disappointingly, we have seen an increase in our water usage this year, which unfortunately is to be expected following a post covid return to 'business as usual' in 2022. We continue to pursue ways to minimise our water wastage, with yellow water restrictors fitted in each property (reducing water flow to nine meters per minute). Additionally, In 2022, we upgraded from yellow water restrictors to blue water restrictors in both of our properties, potentially cutting the water flow to six litres per minute – a 33% reduction across our basin taps and showers.

### Estimated water usage for 2022

CITYSUITES I BUILDING WATER USAGE	
2022 CITYSUITES 1 BUILDING	18,758 m <sup>3</sup>
2021 CITYSUITES 1 BUILDING	6,294 m <sup>3</sup>
2020 CITYSUITES 1 BUILDING	12,328 m <sup>3</sup>
CITYSUITES II BUILDING WATER 2022	
2022 CITYSUITES 2 BUILDING	9,544 m <sup>3</sup>

<sup>3</sup>WWF: Water scarcity overview







100% of our waste is diverted from landfill

## Environment



# WASTE MANAGEMENT

CitySuites work hard to create a luxury, comfortable guest experience, whilst maintaining our sustainability standards. Single-use plastics, cleaning services and thrown-away food are big waste culprits in the hotel industry, which is why CitySuites have pledged to reduce these waste streams wherever possible. Responsible waste management is a central tenet of our ESG strategy, underpinned by our Environmental Management System, which governs our waste management practices. We receive reports from our Freshwaste providers at both of our properties, which break down each waste stream and disposal method.

100% of our waste is diverted from landfill and all waste is segregated on site, with a tri-separator for all general waste, cardboard and glass bottles. We also extended our segregation programme to include lights, ink cartridges and batteries, which are returned to a local recycling point. Again, as we returned to business as usual in 2022, we have unfortunately seen an increase in our waste production. To tackle this, in addition to maintaining 100% landfill-diverted waste in 2023, we have set ourselves the target of reducing our total waste by 5%.

## ELIMINATING SINGLE-USE PLASTICS

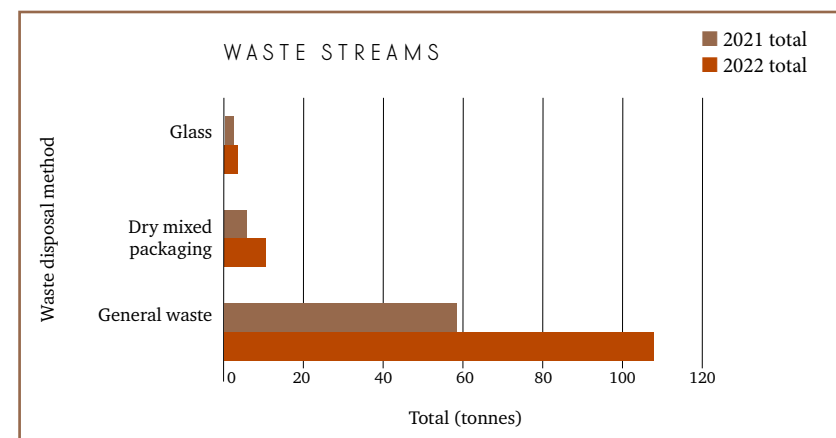
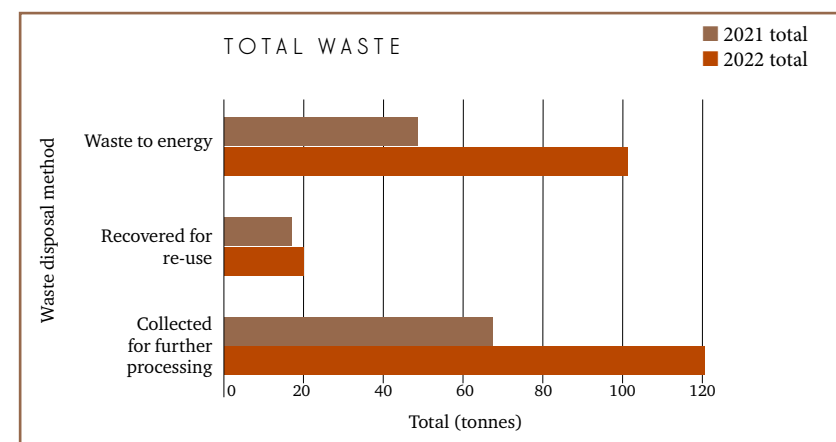
Rethinking single-use plastics is not only the right thing to do, but it also aligns with our guests' changing attitudes towards sustainability. In a recent global survey by Ipsos, three-quarters of people across 28 countries agreed that single-use plastic should be banned as soon as possible. Additionally, Britons were amongst the most supportive of businesses taking responsibility for reducing, reusing and recycling plastic packaging<sup>4</sup>.

CitySuites use minimal plastics in our operations. This is in part structural as all our luxury aparthotels are already complete with guest amenities such as cutlery, glasses and crockery, which eliminates the need for single-use plastics. We've also removed all bottled water from our guest rooms and instilled a culture of refillable toiletry bottles.

<sup>4</sup>Attitudes towards single-use plastics

Across the rest of our hotels we've made a number of small, yet impactful switches. This includes the use of glass bottles and eco-friendly coffee cups in our restaurant and café and encouraging the use of reusable bottles in both gyms. We've also used 100% washable laundry bags for the last few years, bringing down our housekeeping waste.

## WASTE OVERVIEW 2022





## WASTE MANAGEMENT continued

Saved 227 meals  
from going to  
waste in 2022

2390 litres  
of cooking oil  
converted to  
biofuel

### Fighting food waste

A hefty 0.78 million metric tons of food waste was produced by the hospitality and food service industry in 2018, making it the second biggest food waste contributor behind household food waste. This comes at a cost. According to WRAP, £3.18 billion was lost by the UK hospitality industry in thrown away and wasted food.

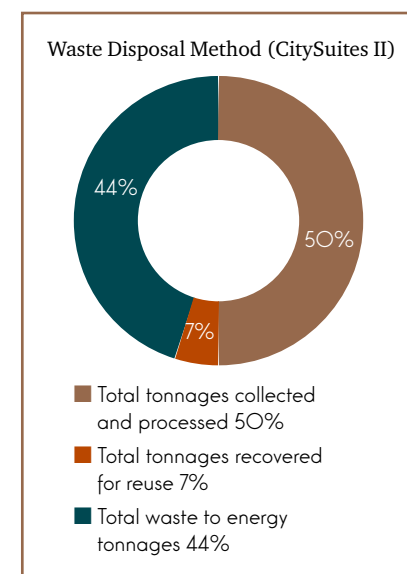
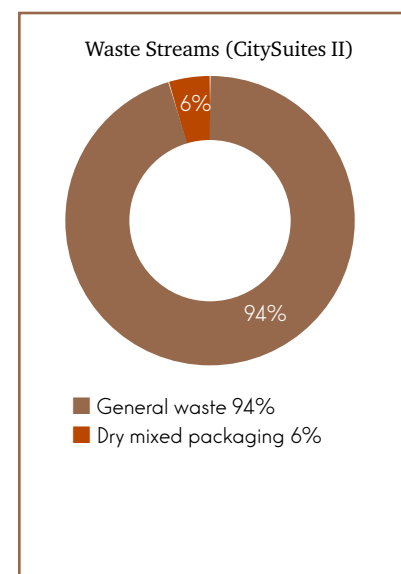
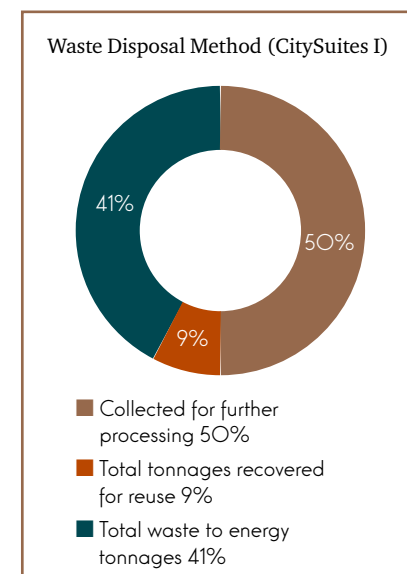
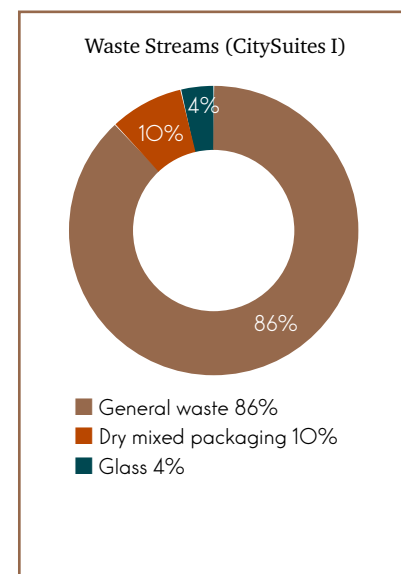
Thrown-away food waste is also a significant contributor to greenhouse gas emissions. Wasted food that ends up in landfills breaks down to produce methane, which is up to 86% times more powerful than carbon dioxide. CitySuites takes careful measures to minimise our food waste footprint. All food waste is segregated on site, before being collected by our waste provider for recycling. This year, we also partnered with food waste app 'Too Good to Go', which connects customers to restaurants and stores, selling surplus food at a discounted rate. Between June and December 2022, we were pleased to save 227 meals from going to waste, which is good for the planet and our customers' pockets.

All our cooking oil is collected by Olleco, where it's converted into biofuel. Generating fuel from waste materials makes biodiesel one of the greenest possible alternatives to fossil fuels, with an estimated 88% reduction in greenhouse gases.<sup>5</sup> Additionally, it avoids the environmental problems inflicted by the incorrect disposal of cooking oil.



Photo: olleco.co.uk

<sup>5</sup>Olleco: Used cooking oil recycling







## *Environment*



# ENVIRONMENTAL GOVERNANCE AND TRAINING

Embedding strong environmental principles across the organisation means holding ourselves accountable to strict governance standards. In 2022, we maintained our environmental certification: BS 8555 Certification an Implementation of Environmental Management Systems accreditation, which takes a phased approach to the development of an Environmental Management System. This includes an external environmental review of our operations, followed by recommended environmental considerations to incorporate into daily decision-making.

This includes an ongoing commitment to ensure compliance with the following:

- The prevention of pollution through identification and careful control of any aspect of the business which may impact upon the environment.
- Fulfil the organisation's compliance obligations as they relate to the environmental aspects of the business, which is supported by periodic compliance checks.
- Continual environmental improvement through the setting, reviewing and updating of environmental objectives and targets which relate to our most significant aspects.

We want to engage our employees as environmental custodians, encouraging everyone to raise any environmental concerns with management. We provide mandatory training for all employees upon induction, setting out our environmental expectations from the outset. This includes an environmental awareness course around best practice, supported by a training document outlining CitySuites' Environmental Policy, objectives and waste guidelines.





# Social







## Social



# NURTURING OUR TALENT

## Employee FTE overview

- TOTAL NUMBER OF EMPLOYEES: 108
- NUMBER OF NEW HIRES SINCE 2022: 11
- TOTAL NUMBER OF FULL-TIME MALE EMPLOYEES: 27
- TOTAL NUMBER OF FULL-TIME FEMALE EMPLOYEES: 45

## Inspiring and Retaining Talent

- HOURS OF INTERNAL TRAINING DELIVERED FOR THE WORKFORCE: 364
- HOURS OF EXTERNAL TRAINING DELIVERED FOR THE WORKFORCE: 84
- HOURS OF TRAINING PER FTE EMPLOYEE: 5
- PERCENTAGE OF EMPLOYEES TO RECEIVE AT LEAST ONE SESSION OF TRAINING IN THE REPORTING PERIOD: 63%

CitySuites pride ourselves on nurturing and retaining good people. We take great care to recruit talent across all areas and communities of society, selecting those who share CitySuites values, vision and drive to succeed. In 2022, we began establishing a new career framework and we will be formally rolling this out in 2023.

From day one, all employees are enrolled in a thorough induction programme, completing mandatory training on Health and Safety (H&S), environmental awareness, fire safety and manual handling. This is supported by regular check-ins with our management team, in addition to annual appraisals to identify skills gaps and training opportunities.

Our training includes awareness and skills development across a range of business areas, including:

- STAFF HANDBOOK AND POLICIES
- ENVIRONMENTAL AWARENESS
- FIRE WARDEN
- MANUAL HANDLING
- POOL OPERATIONS
- FACE MASK NEW REGULATIONS
- DISPLAY SCREEN EQUIPMENT
- LEGIONELLA AWARENESS
- FOOD HYGIENE
- CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH [COSHH] AWARENESS
- GENERAL DATA PROTECTION REGULATION [GDPR]
- SOCIAL MEDIA POLICY



Social



## MEET OUR RISING STAR...

### Raisul, Front of House Manager

#### What attracted you to a role at CitySuites?

*I've been with CitySuites since June 2021, joining just after the pandemic. I found out about CitySuites from a friend who was working there. I was previously working for another aparthotel and CitySuites is the best aparthotel in Manchester, so I jumped at the opportunity of working there.*

#### How has your career progressed at CitySuites, and how would you say they've helped you in your career development?

*I began as night manager, where I worked for about a year and a half, and at the end of December, I was promoted to Front of House Manager. From my experience, if someone is performing well, they are really good at acknowledging it. There is always room to grow and progress into a better position.*

#### What's do you enjoy about working at CitySuites?

*I always have a good time working here! As Front of House Manager I enjoy being around the reception team. I was also a waiter as a student, so I enjoy helping out in the restaurant from time to time as well. The best part is shadowing our operations manager – I learn a lot from him!*







## Social



# HEALTH AND WELLBEING

People are undoubtedly hospitality's biggest asset. Whilst it is a highly rewarding career, we also understand that at times, it can be a demanding sector, requiring long working hours and a resilient work ethic. In a survey by the Royal Society for Public Health, one in five hospitality workers reported severe mental health problems as a direct result of their job<sup>6</sup>. To counter workplace stress and support our employees', CitySuites take accountability for our employee wellbeing, with numerous wellbeing measures in place. This is underpinned by our wellbeing policy, which outlines our obligations and commitment to protect our employees' wellbeing.

Education on mental health issues is embedded into our ethos. We provide several mandatory health and wellbeing courses on our Learning Management System (LMS), spanning mindfulness to mental health at work, while mental health awareness is communicated on Yamma, our intranet platform. In 2023, we will be looking to re-assign a wellbeing champion to drive our mental health initiatives across the business.

Our employee assistance programme also offers practical support to all staff, including counselling sessions across a range of life issues. Additionally, all employees have access to Perkbox, a benefits and rewards platform offering discounts across a range of retailers.

## FLEXIBLE WORKING

In a survey by Perkbox in 2020, flexible working hours were cited as the second most common measure to help manage workplace stress in the United Kingdom (UK)<sup>7</sup>. Flexible working is already organically integrated into the business, with an employee rota spanning 365 days of the year. A high percentage of our workforce are on part-time contracts, and we accommodate flexible working arrangements to support work-life balance wherever we can.

<sup>6</sup> Service With (out) a Smile?

<sup>7</sup> Most common measures to help manage workplace stress in the United Kingdom (UK) in 2020



## CREATING AN ENGAGED WORKFORCE

We want all employees to feel valued and listened to at CitySuites. Following a break during the pandemic, in 2022 we re-launched our annual employee engagement survey, seeking feedback across the business. We also keep staff informed on any updates through our main communications channel, Yammer, a central information hub, on anything from policies to staff perks. Additionally, we host staff events throughout the year, including award ceremonies with prizes to connect colleagues and reward staff.



Women make up  
50% of  
management  
level positions

55% of  
female Senior  
Management are  
Team / Executive  
Committee  
members

## Social



# DIVERSITY, EQUITY AND INCLUSION AT CITYSUITES

CitySuites aspires to cultivate a workplace that not only accommodates but celebrates diversity. Our Equality, Diversity and Inclusion policy (EDI) affirms our ongoing commitment to employees to champion inclusive practices across the employment lifecycle, from recruitment through to retirement.

Sadly, we are faced with a world where difference often translates to biases, challenges, and barriers. Additionally, the greater the level of difference a person brings, the greater the compounded effect. To address this, we ensure that our EDI practices take an intersectional approach to diversity, addressing the interconnected relationship of social categorisation between groups. Education is essential to our EDI programme. Each CitySuites employee must attend EDI training annually at a minimum, and all new starters complete mandatory equity and diversity and inclusion training as part of their onboarding. Additional training is also provided to those involved in any form of decision-making about a person's employment.

In 2023, we will be further embedding our ED&I practices into the business by formalising our ED&I programme, supported by an employee-led diversity and inclusion council.

## PAY PARITY

While not legally mandated to report on our gender pay gap, in 2023 we will voluntarily undertake the calculation to assess pay parity across the business. Following this, we will be creating an action plan to close any identified gaps.

## CREATING AN INCLUSIVE PLACE TO STAY

CitySuites is committed to ensuring that everyone within CitySuites, whether employee, guest or visitor, are treated equally and according to their needs. Recognition and support are given to anyone with impairments, such as those relating to mobility, learning, sight, and hearing, as well as any hidden disabilities.

We encourage our staff living with a disability to maintain open communication with us, to ensure we can make reasonable adjustments to our working practices, premises, or the role if needed. For those returning to work from a long-term

disability-related absence, we also have a return-to-work support programme in place to ease the transition process.

Accessibility features are provided at all our facilities, including our swimming pool, gym, and communal areas. Guests' apartments have lift access and are designed with wide access corridors and doors, in addition to low-level light switches and power sockets.

## MAIDEN VOYAGE: EXCELLENCE IN GUEST INCLUSIVITY

We want each of our guests, regardless of gender identity, sexual orientation, physical ability or ethnicity, feel welcome and safe during their stay. CitySuites are proud to be accredited by Maiden Voyage, for 6 years, a specialist accreditation in diverse traveller safety. Maiden Voyage are committed to working with hotels that demonstrate equal commitment to inclusivity and guest safety, ensuring that everyone can rest in a safe and welcoming environment.







Percentage  
of employees  
participating  
in volunteering  
and giving  
programmes/  
charities: **10%**

Total number  
of employee  
hours spent  
volunteering: **50**

## Social

# SUPPORTING OUR COMMUNITIES

**Total raised: £16,699.30**

People are the beating heart of CitySuites: our guests, partners, and of course, our valued staff. Additionally, we are committed to giving back to our wider communities. In the last year, we're proud to have donated a significant £16,699.30 to causes we care about. This includes:

- APPLEBEE WOOD: £180
- MCMILLIAN: £186
- SALFORD CITY COUNCIL: £450
- CHRISTMAS JUMPER DAY: £87.30
- BRITISH RED CROSS FOUNDATION: £1,300

## Mission Christmas total donated: **£230**

CitySuites partnered up with Cash for Kids Greater Manchester again this year, hosting a raffle at our Embankment Kitchen, raising £230 for children in the local area. Cash for Kids is a grant-giving charity, raising essential funds to improve the lives of disadvantaged children and young people in communities.

## Charity Escapes total donated: **£14,266**

We donated 22 overnight stays through Charity Escapes, offering one and two-night stays in our luxury studio apartments. Charity Escapes are a not-for-profit organisation that matchmakes charities with companies willing to donate prizes to fundraising events.





97% of invoices  
were paid within  
30 days of  
submission

## Social



# SUPPLY CHAIN

## Conscious collaboration

As a hospitality business, we are heavily dependent on collaborative partnerships to keep our business ticking over without a hitch. As such, our supply chain is a fundamental component of our business operations and it's imperative that we understand and take accountability for it. Quite rightly, businesses' supply chains are coming under ever-increasing scrutiny, as companies are forced to look at the wider impact of their indirect operations.

CitySuites' Modern Slavery Statement, supported by our Anti-Slavery and Human Trafficking policy, outline our zero-tolerance approach to human right violations both within our own operations and wider supply chain. We have also enhanced the traceability of our supply chain by working closely with local suppliers, the majority of which are located within a 20-mile radius of CitySuites' properties. Additionally, local journeys help us to keep our environmental footprint to a minimum.

In 2023, we will be upping our supply chain management practices, setting ourselves the objective to share our supplier code of conduct with at least 80% of our supply chain. We will also be re-engaging with our supply chain on ESG issues through a supplier survey, which we initially conducted back in 2021. This will provide us with refreshed data on our suppliers' ESG performance, providing us with us the intel on where we need to take further action and engagement.

## Our Sustainable Partners

### I WANT PLANTS

We source our greenery from I Want Plants, one of the UK's leading independent suppliers of horticultural and biophilic displays. In addition to providing plants and trees, which are inherently carbon-reducing, the company has a keen focus on enhancing its wider environmental practices. This includes responsible waste management, such as recycling planters and containers, and even donating unwanted plants to Chester Zoo. To preserve resources, the company also harvests and recycles rainwater for irrigation, while implementing energy-efficient technologies to conserve energy use for heating and lighting.



### THE LINEN GROUP

The Linen Group are a long standing partner of CitySuites, located less than 10 miles from our building. The group services laundry for both of our properties, and since 2016, have been committed to providing a more environmentally friendly laundry service. All stock adheres to the Ethical Trading Initiative (ETI), a UK-based independent body for ethical trade, and ISA SA800, the Social Accountability International Standard. The Linen Group utilises the latest laundry equipment, helping to save on water, energy and chemicals used. Nearly 100% of freshwater used is recycled and used elsewhere for washing. Additionally, linen rejection rates are less than 1%, reducing wasted delivery, energy, laundry and money.





# Governance





100 policies  
in place

## Governance



## OUR POLICIES

CitySuites has 100 policies in place, which are updated annually, alongside any legislative changes. Additionally, we use Shield compliance to monitor our building compliance, which flags any potential issues of non-compliance on the system.

Some of our key policies include:

- ESG
- HEALTH & SAFETY (H&S)
- DATA PRIVACY
- DIVERSITY & INCLUSION (D&I)
- MODERN SLAVERY
- ANTI-BRIBERY AND CORRUPTION
- COMPUTER USAGE
- GRIEVANCES
- CODE OF CONDUCT
- MATERNITY AND PATERNITY
- ALCOHOL AND DRUGS
- ATTENDANCE

In 2023, we will be updating our ESG policy to ensure that it remains reflective of CitySuites' vision for the company, as well as our updated goals, actions and objectives.



## CHAMPIONING SUSTAINABILITY AT CITYSUITES: OUR ESG COMMITTEE

Led by our Operations Director, Gavin Bailey, CitySuite's ESG Committee has been spearheading our ESG programme since 2021. The committee is crucial in driving forward our ESG commitments and sustaining momentum across the group, helping us to continuously progress and meet targets. The team is comprised of senior representatives from each department, and quarterly meetings are held with the team on-site to discuss internal actions.

Gavin Bailey –  
*Operations Director*

Curtis May –  
*Operations Manager*

Georgina Deacon –  
*Marketing manager*





## Governance



# OUR APPROACH TO RISK MANAGEMENT

Being able to identify and understand our exposure to risk empowers us to pursue long-term, sustainable growth. Risk and compliance feature as a monthly agenda item at our Health and Safety Committee meetings. Meanwhile, our comprehensive risk register tracks all incidents on an online compliance system. Any recorded incidents are reviewed by a third party, who in turn provide a recommended course of action and mitigation measures.

This is further bolstered by our disaster recovery plan, which was created following a third-party audit of our exposure to potential risk. We recently undertook an assessment from Global Secure Accreditation Ltd (GSA), who provided us with a physical onsite assessment in June 2022. From this, we've invested significant resources into developing effective security management across our properties. This includes detailed crisis management plans and security procedures.



0 work-related fatalities or reportable injuries, accidents, and incidents

100% of employees trained on health and safety

32 hours of safety training per employee

5 staff members are first aid trained, with more scheduled in the coming year

## Governance



# PROTECTING OUR PEOPLE

Protecting the safety and wellbeing of our guests and employees is critical to sustaining the trust of our stakeholders. Our Health and Safety (H&S) Committee, launched in 2021, is comprised of several employee representatives, who meet monthly to review incidents and identify potential risks. Our stringent safety standards are reflected in the numbers, with zero work-related fatalities, accidents, injuries or incidents in the last year.

Integral to our health and safety strategy is a set of robust policies, processes and systems to protect our people. This includes a thorough H&S policy, which is supported by a wealth of training materials, educational resources, manuals and documented procedures. All incidents are reported via an accident report form, which is then reviewed by a third-party provider through our external shield safety compliance system. Once analysed, any actions and amendments are made and recorded in our Risk Register. To counter the risk of fire, we conduct regular risk assessments across our buildings, which included the enlisting of an external fire safety assessment provider for our new building.

Our governance processes are bolstered by comprehensive H&S training. 100% of employees completed mandatory H&S training in the last year, including Control of Substances Hazardous to Health (COSHH) awareness training. Additionally, every staff member working with food must undertake compulsory food hygiene induction training.

## ISAAP ACCREDITED

We maintained our ISAAP (International Serviced Accommodation Accreditation Process) accreditation in 2022, an industry standard for providers of serviced accommodation. The ISAAP provides our guests with reassurance of accommodation safety, security, cleanliness and quality.







## Governance



### DATA PRIVACY AND CYBERSECURITY

Cyber risk is one of the most financially material ESG risks facing the digital age. It's also one of the most prevalent, with the World Economic Forum referring to the prevalence of cybersecurity risks as 'the new normal' in its 2022 Global Cybersecurity Outlook report<sup>8</sup>. To maintain operational fluidity and protect against external threats we have robust security processes and systems to safeguard our local networks.

We are Cyber Essentials Plus accredited, the highest level of certification offered under the Cyber Essentials scheme. This includes regular vulnerability testing to identify potential risks or threats. Additionally, we have firewall-protected V-LAN segregation between our networks for guests and staff. This is reinforced by a third-party provider who covers any additional protection requirements, as well as our cyber insurance.

To protect our data assets, we ensure that all data is maintained, stored and disposed of correctly in line with strict security measures. This is supported through ensuring our staff are well versed in the importance of data protection. All employees have a Disclosure and Barring (DBS) check and complete full training on our data policies and General Data Protection Regulation (GDPR) when joining the company.



### GRIEVANCE PROCEDURE

Whilst we hope to prevent any grievances in the first instance, we encourage any employee who feels they are receiving unfair treatment to speak up. Our grievance policy and process is detailed in the staff handbook, outlining how and whom to raise a grievance with. Any grievance needs to be put forward in writing to the Head of Department, where it will undergo formal investigation. In the instance that any grievance needs to be escalated, a grievance hearing may then be held, followed by a proposed resolution journey. All employees have the right to be accompanied by a fellow worker or trade union official at any grievance meeting or subsequent appeal.

<sup>8</sup><https://www.weforum.org/reports/global-cybersecurity-outlook-2022/>



### ANTI-MODERN SLAVERY

Citysuits's Modern Slavery Statement outlines our long-standing commitment to enforcing the highest legal and ethical standards throughout our business and supply chain. This is reinforced by our standalone Anti-Slavery and Human Trafficking Policy, which ensures that due diligence is conducted with both our employees, as well as our external supply chain.



### ANTI-BRIBERY AND CORRUPTION

Our corporate reputation depends on strict adherence to anti-bribery and corruption practices. Integrity is one of CitySuits' values, and we hold ourselves accountable for maintaining this standard. We have a stringent anti-bribery and corruption policy in place, in accordance with the Bribery Act 2010.





CITYSUITES



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