



# Environmental, Social and Governance Report 2023

CITYSUITES



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# Welcome



Welcome to CitySuites' fourth Environmental, Social & Governance (ESG) Report. It represents a detailed overview of our activities, progress and performance on the ESG topics most important to the company, our guests, stakeholders and the communities around us over the past 12 months.

As we reflect on 2023 and enter the fifth year of our ESG programme, I'm immensely proud of the scope of work and the extent of the progress we have achieved by adopting this principle. While we have long been committed to limiting the impacts of our activities on both people and planet, we continually look to accelerate our transformation and ensure that all areas of our business are in tune with scientific findings and customer expectations.

We've continued to carefully monitor our resource dependence, keeping our waste, water and energy impacts to a minimum. This continues to be carefully underpinned by robust governance, 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.

Hospitality is a large contributor to the world's greenhouse gas emissions, making the sector an important catalyst for change. At CitySuites, we believe that everyone involved in hospitality has an essential role to play in

shaping a more sustainable future. While we can't do it alone, we are demonstrating that high-end doesn't have to be high-impact. We recognise that the hospitality of tomorrow rests on the sustainable business model we build today.

As we continue to pave our way towards net zero, we are investing in innovative ways to advance our long-term commitments to people and planet. But adopting new technologies is only part of the picture. Driving everything that we do is our people. People give CitySuites purpose and we have created a diverse and inclusive culture that reflects this, where people have the opportunity to thrive and grow. This year, our team has looked at ways to continue enhancing our practices, from diversity and inclusion to employee engagement and reward. 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 2024 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, Managing Director*

# About CitySuites

CitySuites' aparthotels are modern and uncomplicated, offering guests convenience and comfort in one of the UK's most vibrant cultural and business hubs. With two aparthotels standing proud in the up-and-coming Embankment West area, just across the bridge from bustling Deansgate, we have been welcoming people all over the world to the heart of Manchester since 2017.

Whether for a night, a week or a year, our serviced apartments offer flexible accommodation to suit the diverse needs of our guests. Our range of 5\* luxury studios and one, two and three-bedroom apartments offer everything a traveller could need during a business or leisure stay – spacious bedroom, comfortable living space, fully-fitted kitchen, complimentary The White Company toiletries, and GHD hairdryer. Each CitySuites building has its own swimming pool, jacuzzi, and Matrix gym, as well as 24-hour concierge available to assist whenever you need.

Along our journey, we've immensely proud to have launched Embankment Kitchen, our modern seasonal restaurant and bar, as well as Embankment Cafe Co., offering artisan coffees and freshly made sandwiches and cakes. Our neighbours also include renowned retailers Harvey Nichols and Selfridges, as well as Manchester's Arndale and the designer stores of New Cathedral Street – all within a five-minute walk.

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



VisitEngland



ISAAP



BS 8555



GSA

## Our Values

### Passion

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

### Integrity

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

### Quality

*We are committed to excellence in all that we do*

### Ambition

*We have a strong desire to reach and achieve our goals*

### Reliability

*Consistency and trust are at the core of our actions*

# Our highlights in 2023

Following a successful 2022, in which we consolidated the huge ESG progress we had made during the previous 12 months, we set out even more ambitious targets for 2023. After all, achieving a set of standards is only one part of the story. Maintaining them takes real commitment.

## Environmental

- Achieved carbon-neutral status for the fourth consecutive year
- Diverted 100% of our waste away from landfills for the third consecutive year
- Powered our operations using 100% renewable energy
- Lowered our carbon intensity ratio by at least 5%
- Assessed the impact of energy reduction initiatives against monthly consumption
- Reinstated our employee-led ESG Committee continued to meet on a quarterly basis
- Restored the charitable champions programme to increase focus on donations and voluntary work.



## Social

- Initiated a Staff Recognition Awards Programme.
- Raised in excess of £9,300 for charitable initiatives
- Formalised an Employee Committee with representatives from every department to meet on issues including our DE&I programme
- Launched personal development plans for all employees through regular 1:1s and thorough inductions
- We achieved Disability Confident Employer accreditation
- Trained eight Mental Health First-Aid Champions
- Conducted a staff engagement survey to track performance metrics and targets.



## Governance

- Developed and shared supplier code of conduct
- Distributed questionnaire among supply chain and captured supplier ESG data
- Created a Corporate Criminal Offence Policy



# Looking Forward: Our ESG Objectives For 2024

Buoyed by our success during the past 12 months, we have set ourselves even more ambitious targets over the next 12 months, to ensure that we continue to meet the standards we've already set and exceeded.

## Environmental

- Maintain carbon neutral status for a fifth year in a row
- Divert 100% of our waste away from landfills for a fourth consecutive year
- Lower carbon intensity ratio by 5%
- Reduce overall waste by at least 6%
- Maintain standards associated with BS 8555 Phase 3
- Continue to procure 100% renewable electricity
- Conduct a baseline assessment of Scope 3 emissions
- Undertake a feasibility study into onsite energy generation at each of CitySuites' properties
- Continue to assess the impact of energy reduction initiatives against monthly consumption data
- Continue to raise ESG awareness among staff through training and regular meetings
- Encourage staff input in support of our commitment to reducing environmental impacts
- Promote waste hierarchy to reduce waste generated by encouraging reduction and reuse
- Annually report on the company's commitments to ESG integration
- Identify initiatives to offset carbon emissions

## Social

- Share supplier code of conduct and questionnaire with at least 80% of the supply chain
- Raise £15,000 for charities, including our partners Mustard Tree and Forever Manchester
- Re-assign wellbeing champions to drive and implement initiatives
- Introduce a 'Wellbeing Wednesday' to raise awareness of different support options and promote a healthy lifestyle
- Formalise our DE&I programme, supported by an employee-led committee

## Governance

- Update ESG Policy to ensure alignment with current business policies
- Continue to integrate environmental and sustainability initiatives into operations
- Begin to track progress against ESG goals on a quarterly basis

# Looking Forward: Our ESG Objectives For 2024

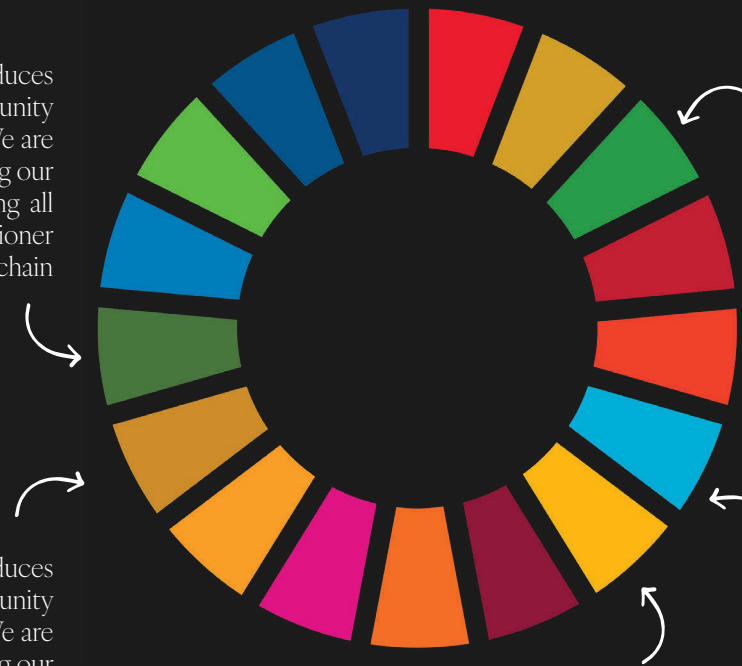
Here are the current SDGs we're focussed on, the reasons why we chose them and what we're doing to achieve them. Not just this year but year after year.

## Goal 13: Climate Action

Our sector uses vast amounts of resources and produces significant quantities of waste. It also offers us the opportunity to reduce consumption and change production habits. We are dedicated exponents of the circular economy – protecting our most precious resources, using minimal plastic, removing all bottled water, refilling all shower gel, shampoo and conditioner bottles and promoting a more sustainable supply chain wherever possible.

## Goal 12: Responsible Consumption and Production

Our sector uses vast amounts of resources and produces significant quantities of waste. It also offers us the opportunity to reduce consumption and change production habits. We are dedicated exponents of the circular economy – protecting our most precious resources, using minimal plastic, removing all bottled water, refilling all shower gel, shampoo and conditioner bottles and promoting a more sustainable supply chain wherever possible.



## Goal 7: Affordable and Clean Energy

As our Guarantee of Origin (GdO) certificate testifies, we procure 100% of our energy from renewable sources. We also monitor our energy usage continuously so that we are able to increase efficiency wherever and whenever possible. We have also introduced initiatives to further reduce energy wastage such as replacing higher-energy lighting with low-energy LED lights and further promoting our switch off policy.

## Goal 3: Good Health and Wellbeing

Thriving staff, guests and communities are key to our success. That's why we're committed to holistic wellbeing, blending mental, physical, emotional and social health into our core. From mental health first aiders to inclusive decision-making and sustainable practices, we're dedicated to ensuring everyone connected to us flourishes.

## Goal 6: Clean Water and Sanitation

SDG 6 is about so much more than clean water and sanitation. It's about sustainable water management and conservation. We have several initiatives dedicated to the responsible use of water such as installing flow restrictors to all taps and shower heads to reduce the amount of water being wasted.



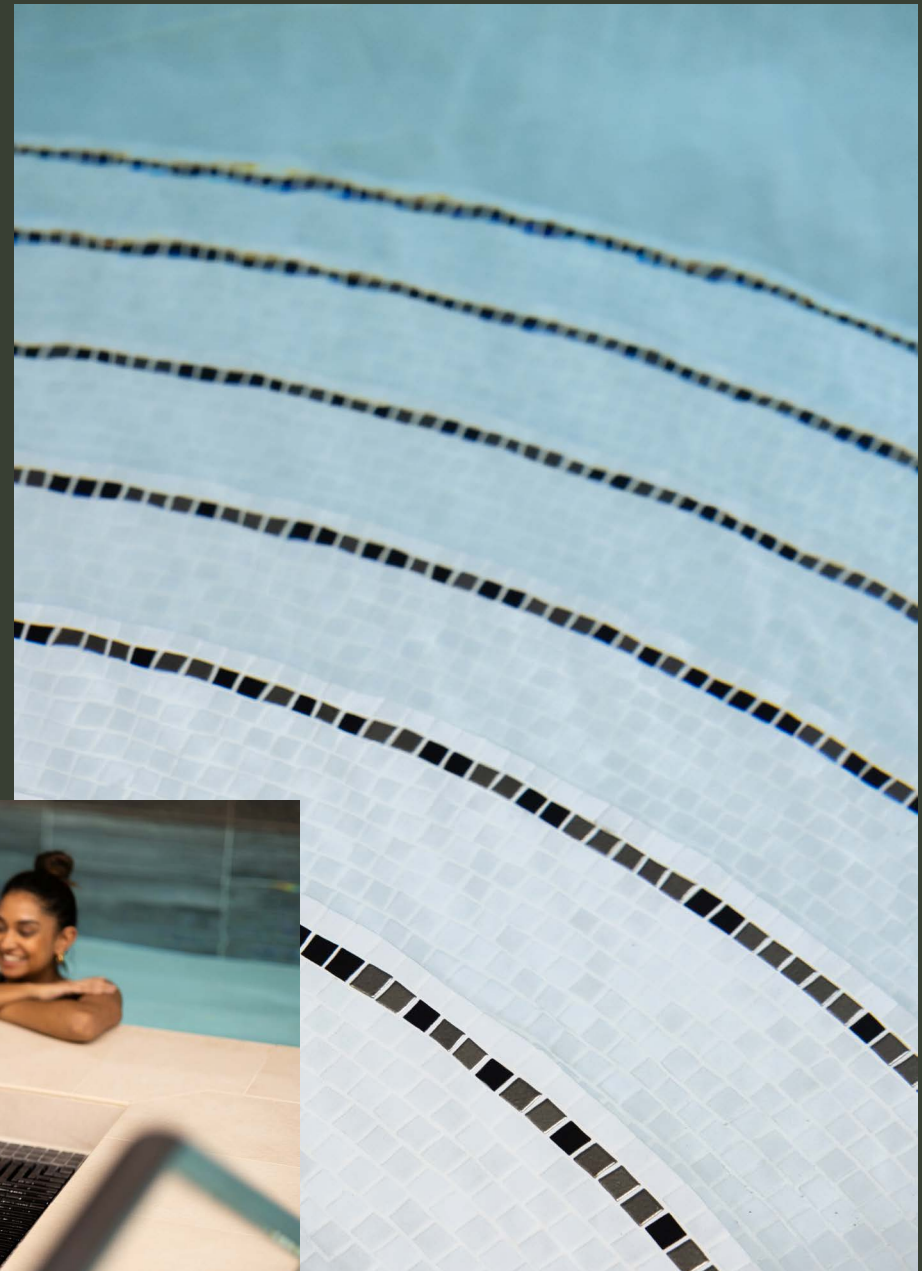
# Environmental

CitySuites has embraced a sophisticated environmental ethos, underpinning our operational philosophy with a commitment to sustainable urban hospitality. Our initiatives are meticulously designed to address the ominous challenges posed by climate change, resource depletion and biodiversity loss. By implementing targeted strategies, including enhancing energy efficiency, advocating for sustainable sourcing and advancing waste and water management practices, we are setting new standards for environmental stewardship in the accommodation sector.

Our journey towards sustainability is characterised by procuring renewable energy for the past three years, investment in water conservation, and adoption of innovative waste reduction programs. These not only signify our dedication to ecological preservation but also reflect our broader responsibility to societal and economic sustainability.

As part of our commitment, we continually refine our practices to ensure they contribute positively to our planet's health and demonstrate our commitment to fostering a sustainable future for the communities we serve and the environment we live in. We've not quite reached the same level as Taylor Swift, but our carbon offsets have supported numerous verified initiatives around the world.

This year, we recalculated our direct emissions, appointing an external carbon consultant to calculate our Scope 1 (natural gas) and Scope 2 (purchased electricity). We also maintained 100% renewable electricity throughout 2023. Combined with enhanced energy reporting, we strive to continue to lower our carbon intensity ratio by a further 5% in 2024.





# Our Carbon Footprint

The world needs to reverse the global greenhouse gas trend and halve emissions by 2030 to avoid the most catastrophic effects of climate change and remain on track to meet the 2015 Paris Agreement and the 2012 Glasgow Climate Pact. If society is to reach net zero by 2050, it will require aggressive action to reduce the greenhouse gas emissions that are causing the Earth to warm.

As a forward-thinking business, CitySuites recognises the critical role that we play in addressing environmental challenges and our responsibility to act in the most environmentally considerate way. That's why our environmental policy and programme of sustainability measures is underpinned by the urgent need to address climate change and designed to achieve substantial, measurable impacts within the planet's ecological boundaries.

Our journey is marked by continuous improvement and innovation, striving for carbon neutrality and exploring new avenues like carbon training. As we progress, our actions are aligned with the global movement towards a sustainable future, ensuring that our operations contribute positively to both our community and the planet. To this end, we have implemented and maintained comprehensive strategies focusing on renewable energy, energy efficiency, water conservation, waste management, sustainable sourcing and environmental footprint reduction.

In 2023, we recalculated our direct emissions, appointing an external carbon consultant to calculate our Scope 1 (natural gas) and Scope 2 (purchased electricity). Unfortunately, we did see a rise in our carbon footprint for this year, which came out at 38348 tCO<sub>2</sub>e. This is due to 2023 being the first wholly operational full year for CitySuites II. While opened in October 2021, this building experienced a slower start, and occupancy grew by 8.29% from 2022 to 2023. CitySuites II also consists of more larger apartment types, i.e. Two Bedroom Apartments and SuperSuites penthouses, therefore we expected that our emissions would grow with our occupancy.

Despite this increase, we are committed to measuring and offsetting our residual emissions to maintain our carbon neutral status. In 2023, our carbon footprint was independently verified by 5D Net Zero, calculated in accordance with the UK Government's reporting guidelines and The Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, and meeting ISO 14065 process standard.

Moving into 2024, we will continue our baseline assessment across relevant Scope 3 categories and review our carbon reduction glide path, setting annual targets as we journey towards net zero emissions.



# Carbon Offsetting

While we make every effort to reduce the amount of greenhouse gas we directly produce, some emissions are unavoidable, such as those which are beyond our control. As part of our wider environmental strategy to reduce our carbon footprint, CitySuites has started a programme of carbon offsetting.

In 2021, we became carbon neutral through the procurement of 100% renewable energy and offsetting residual Scope 1 and Scope 2 emissions which came out at 282.0 tCO<sub>2</sub>e. Since then, as the business has developed, we have recalculated our carbon footprint for all our Scope 1 and Scope 2 emissions year-on-year to ensure we maintain our carbon neutral status.

There were two verified projects that we supported in 2021: the Brascarbon Methane Recovery project in Brazil, which captures biogas produced by decomposing manure at animal feed operations for combustion, using an anaerobic digester; and Kaiba Forest Protection project in that works to protect almost 785,000 hectares of forest and its resident endangered wildlife on the southern shores of Lake Kariba in Zimbabwe.

In 2022, we started to look at our Scope 3 emissions that we aren't in direct control of, such as purchased goods and services, business travel, employee commuting, waste disposal, transportation and distribution, investments and leased assets. We purchased 261.3 tCO<sub>2</sub>e

of carbon offsetting credits and the proceeds were invested in the Wind Power Project, a wind farm in the region of Gujarat, India, and the Musi River Hydro, a hydroelectricity plant that generates renewable energy in Sumatra, Indonesia.

In 2023, we offset 383.48 tCO<sub>2</sub>e tonnes of our residual emissions, retaining our carbon neutral status. We have invested in two independently verified projects that support the global transition to net zero, in line with our environmental objectives, the 2015 Paris Agreement, the 2012 Glasgow Climate Pact and UN SDG commitments.

So far, in 2024, we have developed a carbon reduction glide path, setting annual targets as we move towards net zero emissions. We have also entered into a new partnership with 5D Net Zero, a carbon offsetting investment company that ensures that we participate in a verified programme.





# Current Projects

This year, CitySuites is proud to retain carbon neutral status through investing in Verified Carbon Standard 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.



## Project 1: Unitor REDD+ Project, Brazil

The Unitor REDD+ Project, located in Lábrea, Brazil, aims to prevent the emission of 16,210,610 tonnes of CO2 equivalents (tCO2e) over 30 years, which is equivalent to preserving 24,031.3 hectares of forest from deforestation. Spanning a total of 99,035.20 hectares of protected native forests, this project is strategically positioned near the “Arc of Deforestation” and situated within a region with the fourth highest deforestation rate in the Amazon Biome.



## Project 2: 51 MW Wind Power Project at Chitradurga, India

The project activity is a Wind Power Generation project of a total capacity 504 MW, installed in Chitradurga District of Karnataka in India. This project generates renewable energy, which displaces the equivalent amount of electricity from the fossil-fuel-heavy grid.





# Energy

With the dwindling availability and increasing cost of raw materials caused by the ongoing geopolitical unrest in major energy-producing regions of the world, the increasing global appetite for fossil fuels, balanced by the intensified awareness of climate change and the damage that greenhouse gases cause to the planet's environment, it can come as no surprise that the hospitality sector, like most others, is at a crossroads. Offering a high-quality experience and service is no longer enough. Eco-conscious consumers also want evidence of their commitment to the environment.

Hotels alone account for approximately one per cent of global carbon emissions (Sustainability Hotel Alliance), around 36 million tonnes or roughly equivalent to the annual energy consumption of 46 million homes. It is estimated that a single night's stay in a hotel creates an average of 40kg of CO<sup>2</sup>. As a result, energy efficiency, responsible consumption and a move towards more environmentally friendly and sustainable energy resources have become imperative, not just for the sake of the planet but also for continued business success.

Among the factors that significantly contribute towards energy consumption is air-conditioning (45 to 50%), followed by lighting (14 to 18%). In addition, kitchen and plumbing equipment, refrigeration and elevators, also contribute substantially to energy usage. Our 'switch-off' policy promotes positive energy consumption practices among our guests.

Using screens displayed around our properties, as well as in our online guest guide, we promote energy-saving awareness and encourage guests to switch off their appliances when not in use.

We are committed to environmental sustainability and although we have made substantial improvements to our operation and achieved significant results, we continue to identify and implement new and innovative initiatives and processes. For several years, CitySuites has been taking proactive measures to evaluate energy consumption patterns and implement a series of effective policies, a robust set of practices and an array of smart technologies to ensure our hotels are energy efficient without compromising on customer experience.

These include the use of energy-efficient LED lighting, the integration of daylighting strategies and the implementation of lighting controls to ensure that energy is used only when and where it is needed. The company also places a strong emphasis on the aesthetic and functional aspects of lighting design, ensuring that lighting complements the overall design of the space and provides the right level of illumination for each area.

## *Achievements*

- Procured 100% of our energy from renewable sources.
- Fitted low-energy LED lighting and PIR sensors throughout our properties.
- Held training to boost energy awareness amongst staff.
- Energy reporting is now available for each guest room.
- Installed timers to control temperature and lighting on drinks fridges.
- Implemented a Switch Off Policy, promoted to all guests before and during their stay.
- Encouraging staff to engage in the Switch Off Policy.
- All staff have taken an environmental awareness course.

# Water

Water remains one of the world's most precious resources, with over 40% of the global population affected by water scarcity. More than most, the hotel and hospitality sector must do its bit. When you consider that a single apartment can use an average of 1,500 litres of water a day (The Sustainability Hospitality Alliance) – the equivalent of 8.3 bathtubs – it should come as no surprise that the hotel sector is responsible for around 15% of the UK's water consumption.

To combat water scarcity, we have committed to reducing the intensity of our water use and optimising water consumption. From bathrooms to laundry operations, kitchens to leisure facilities, heating and cooling, CitySuites has adopted a smart water management strategy across all of our operations without any compromise to guest experience.

To minimise and manage water consumption and make better use of water resources, we have installed an innovative number of water conservation technologies throughout our operations. These measures include a more efficient plumbing system to optimise and monitor water usage and fixtures such as low-flow WCs and grey water recycling and rainwater harvesting systems for garden irrigation. Additionally, in 2022, we upgraded from yellow water restrictors to blue water restrictors in both of our properties, cutting the water flow to six litres per minute - a 33% reduction across our basin taps and showers.

We also recognised the importance of educating staff and guests on water conservation through our switch off policy, and collaborating with sustainable suppliers and monitoring water usage for continuous improvement.



## *Achievements*

- Lowered water flow to six litres per minute
- Installed a grey water recycling system for garden watering
- Installed smart water management systems throughout our operations.

# Waste

Our approach to waste management is multifaceted, encompassing the reduction of single-use plastics, the implementation of robust recycling programs and the adoption of sustainable procurement practices. We have drastically reduced our reliance on disposable items by providing reusable alternatives such as cutlery, glasses and crockery in our luxury apartments, significantly cutting down on plastic waste.

At CitySuites, waste management is a cornerstone of our sustainability strategy, reflecting our commitment to environmental stewardship and responsible business practices. Recognising the significant impact of the hospitality sector on global waste production, we have implemented a comprehensive waste reduction program aimed at minimising our ecological footprint and promoting a circular economy. This includes meticulous waste segregation, with a tri-separator system on-site to efficiently sort general waste, paper, cardboard and glass.

Food waste management is another critical focus at CitySuites. By closely monitoring food consumption and waste, we have implemented strategies to prevent waste generation. One example of this is that our cafe sells surplus food at the end of the day at a heavily discounted price via the Too Good To Go app.

Our commitment to waste reduction is underpinned by rigorous monitoring and reporting mechanisms. Monthly waste reports from our provider, Freshwaste, offer detailed insights into our waste streams, enabling us to track progress and identify areas for improvement. Moreover, our adherence to international standards, evidenced by our BS 8555 certificate, reinforces our dedication to best practices in waste management.

At CitySuites, we believe that effective waste management is not only about compliance but also about contributing positively to the global agenda for sustainable development. Through continuous improvement and collaboration with waste partners, we strive to set a benchmark for sustainability in the hospitality industry, demonstrating that luxury and environmental responsibility can go hand in hand.

All of our used cooking oil is collected by Olleco, where it is converted into biofuel. Generating fuel from waste materials makes bio biodiesel one of the greenest possible alternatives to fossil fuels, with an estimated 88% reduction in greenhouse gases. Additionally, it avoids the environmental issues inflicted by the incorrect disposal of used cooking oil such as fire hazards, health risks and damages ecologically shorelines and injures or kills wildlife as it enters the natural environment.

## *Achievements*

- Diverted 100% of waste from landfill
- Refill all toiletry bottles in apartments
- Only use glass bottles and eco-friendly coffee cups
- Donated all cooking oil to be converted to a biofuel



# Environmental Management

Environmental principles across all operations means holding ourselves accountable to strict governance standards. An Environmental Management System (EMS) is the framework and process we formulate and implement to track data related to sustainable behaviour, analyse which of our activities has the greatest environmental impact and what plans we can put in place to reduce or eliminate the negative and maximise the positive.

CitySuites is subject to numerous national regulations and international guidelines. Dedicated and continuous monitoring and analysing of natural resource consumption and waste-generating activities, together with wider global trends, can lead to lower costs and, in some cases, new business opportunities. This is why we assess trends and adapt our activities if deemed essential to improving energy efficiency, lowering emissions, conserving water, reducing waste and supporting the sustainable, long-term growth of our business.

In 2023, we maintained our BS 8555 Certification, an Implementation of Environmental Management Systems accreditation, which validates our system and provides us with ISO 14001 certification. It gives us a balanced view across all functions with regard to relevant environmental aspects of our business operations. By integrating these regulations and guidelines into our day-to-day operations, also provides our partner and supplier network with assurance of the

standard we set ourselves and in turn, what we expect of them.

An effective EMS will:

- Define environmental responsibilities for all staff.
- Identify opportunities to reduce waste.
- Reduce the risk of non-compliance with environmental legislation.
- Ensure our operations have procedures to minimise their environmental impacts.

Integrating environmental practices into our day-to-day operations involves engaging our employees as environmental custodians, and encouraging everyone to raise any environmental concerns with management. All staff complete mandatory environmental training upon induction, which includes an online environmental awareness course and a copy of our training document that outlines our environmental policy, objectives, practices and guidelines.



# Promoting Positive Behaviours

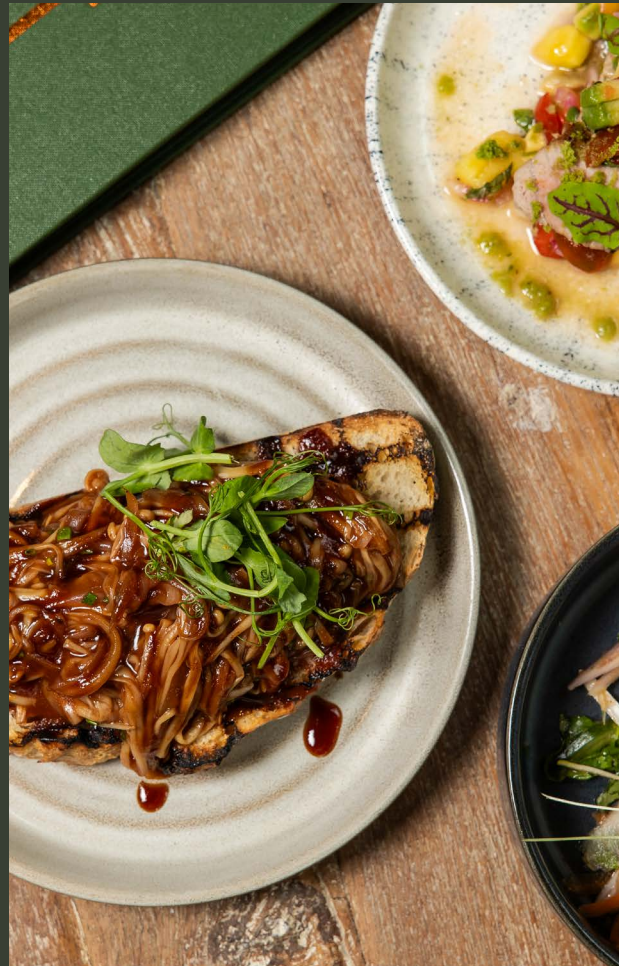
Improving the sustainability of our operations is only part of the story. We also have a role in spreading awareness, encouraging change and supporting our guests' sustainability choices. By promoting clear and concise marketing that details sustainability information, certifications and ethical practices, we build trust and enable guests to align their values with their purchasing decisions.

We believe the easiest way to promote sustainability is by making it straightforward and non-preachy. To make sustainable choices the default option, we aim to simplify the identification of sustainable opportunities and decisions and provide clear methods to reduce waste and carbon emissions. Transparency is crucial in empowering guests. By offering accessible and informative resources, we help guests expand their knowledge and understand the significance of their actions.

For example, we encourage our guests to practice responsible consumption by displaying energy awareness messages on screens throughout our properties. We also have a 'Switch Off' policy, which encourages guests to switch off their appliances when they are not in use, thus helping to reduce our carbon footprint.

Due to being an aparthotel, we offer our guests a towel change twice per week, and a full apartment clean once per week. By encouraging guests to use CitySuites as

their place while staying in the city, it helps to further reduce our energy and water consumption.



## *Expanding our plant-based menu*

The meat and dairy industries are huge contributors to GHG emissions encouraging the widespread adoption of a healthier, more sustainable diet can help to transform our agricultural systems into the responsible, restorative and future-friendly systems we need. As a result, in recent years, there has been a significant shift in consumer preferences toward plant-based diets. We celebrate guests' growing preference for more sustainable dietary choices by ensuring that our restaurant offers a wide range of vegetarian and vegan options. Our talented chefs embrace seasonality and create a range of delicious and satisfying dishes.



# Social

While environmental concerns are understandably a priority, the ‘S’ in our ESG strategy has an equally pivotal role in building a responsible and sustainable future, not only for CitySuites but for the hospital sector and the wider population. The social element of our ESG framework is a powerful compass, guiding us towards a more holistic approach to sustainability.

A strong social proposition is crucial to building and sustaining relationships with the people we serve and those we work with. Our people are at the forefront of all that we do. As a people-first business, CitySuites works hard to cultivate a happy, inclusive working environment.

One that ensures that all staff feel engaged, motivated, empowered and valued; that welcomes diversity and respects all opinions and beliefs; that gives people room to grow and shows them care; that engages local communities and supports causes that are close to the hearts of our colleagues.

We strive to make CitySuites a great place to work – a destination employer in Manchester’s thriving hospitality sector.





# Nurturing Talent

At CitySuites, we pride ourselves on developing our staff, providing the experience, skills and support they need to reach their full potential. Our commitment to staff development is evident from day one, as all employees are enrolled in a comprehensive induction program, covering essential training in Health and Safety (H&S), environmental awareness and fire safety.

We believe in continuous professional development to enhance efficiency, productivity and consistency across our workforce. In 2022, we began establishing a new career framework, set to roll out formally the following year, aimed at expanding skillsets in tandem with company growth.

Regular check-ins with our management team, weekly and monthly meetings, and annual appraisals help identify skill gaps and training opportunities, ensuring our staff reach their full potential. We are dedicated to offering real career opportunities, empowering our staff to grow and succeed.

Where possible, we always try to recruit and promote from within. We advertise all our vacancies in our staff rooms and will go through the recruitment process internally to ensure everyone is given the opportunity to progress. Most of our Management & Supervisor positions have been filled internally.

Our training programmes cover a wide range of business areas, including GDPR, COSHH Awareness and Food Hygiene to ensure legal compliance and a safe, inclusive workplace. By investing in our employees' development, we boost confidence, job satisfaction and loyalty, ultimately driving superior customer service and a sustainable growth. Our training includes awareness and skills development across a range of business areas, including:

- Staff Handbook and Policies
- Social Media Policy
- Environmental Awareness
- Fire Warden
- Manual Handling
- Pool Operations
- Display Screen Equipment
- Legionella Awareness
- Food Hygiene
- Control of Substances Hazardous to Health (COSHH) Awareness
- General Data Protection Regulation (GDPR)

## Statistics

- Total number of employees: 115
- Total number of female employees: 76 (66%)
- Total number of male employees: 39 (34%)
- 25 different nationalities represented



# Diversity, Equality and Inclusion

At CitySuites, there are no barriers to entry and no limits to ambition, no matter how you identify. We value difference and promote inclusion. It enriches us as a business, drives innovation and allows us all to make an invaluable contribution to our group voice. Each member of our team brings their individual experiences and perspectives to the mix.

Our DE&I commitments have remained the same since before we published our first report and continue to provide us with a tangible set of values and targets – positive actions that have visibly driven change across the company. We've worked hard to create a workplace culture that is varied, fair and welcomes everyone.

We ensure that our DE&L practices take an intersectional approach to diversity, addressing the interconnected relationship of social categorisation between groups. Education is essential to our ED&I programme. Each CitySuites employee must attend DE&L 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.

Our ED&I programme has been formalised by being included and documented as part of the discussion in our quarterly Employee Committee meetings.

Women make  
up 53% of  
management  
level positions

## *Disability Confident: Opportunity for all*

At the end of 2023, CitySuites proudly announced that we had become a Disability Confident Employer, further reinforcing our commitment to inclusivity and diversity and our reputation as an equal opportunities employer. The Disability Confident scheme, which supersedes the former Two Ticks Positive about Disabled People scheme, is part of a government-led initiative, that aims to build employers' understanding and capabilities in recruiting, retaining and developing disabled people and those with health conditions.

Our journey to becoming Disability Confident involved a thorough review of our recruitment and

workplace practices to ensure they are accessible and fair. By doing so, we have committed to offering interviews to disabled applicants who meet the minimum job criteria, making reasonable adjustments to support their work needs and fostering a culture that not only values them but also supports their career development and wellbeing. We believe that by understanding and removing the barriers that disabled people face in employment, we can benefit from access to a rich but often untapped pool of talent. We want to set the standard for inclusivity within the hospitality industry and advocate for a more accessible and equitable job market.



# A Shared Vision

- Passion
- Integrity
- Quality
- Ambition
- Reliability

Without a shared vision between the business and our employees, navigating ESG challenges and delivering tangible outcomes for both the company and society in general would be almost impossible. That's why our ESG framework and strategy is built on a common language and mutual understanding of the environmental, social and governance challenges and opportunities we face across our operations. At CitySuites, we are dedicated to aligning our business objectives with the personal values of our employees, fostering open communication and ensuring everyone contributes to our shared vision of a sustainable future.

## Rising Star



Rachael Riley, Head Of Sales

*How have they helped you in your career development?*

I think that my successes have been largely down to two main factors: hard work & recognition from my superiors. Whenever I have expressed an interest in progression, my line manager has taken this on board. I am a big believer in learning as much as you can from each role you take on professionally. I appreciate that I have colleagues around me who have helped push, advise & mould me into each role I have taken on.

*How has your career progressed at CitySuites?*

I first joined the CitySuites team as a receptionist when the building first opened in 2017. Just under 18 months later, an opportunity arose in the Marketing department which I jumped at the chance to interview for. After completing my interview, I was presented with the option of either joining the Marketing team or the Sales team & I made the decision to join the latter. I am so pleased that I did as the amount of experience I gained whilst starting with the Sales team has proved invaluable. Now, 6 years later, I have worked my way to become Head of Sales which has been my biggest challenge to date. I've loved my time at CitySuites so far & cannot wait to see what the future holds.

*What do you enjoy about working at CitySuites?*

Aside from getting to work with some wonderful people. For me, personally, I love that I can present & implement new ideas that will help drive the overall success of the business. My role is multi-faceted, and I enjoy challenging myself to learn new skills constantly. Not everything I attempt is a success, but that is all part of the fun!



# Health & Wellbeing

At CitySuites, we recognise that the health and wellbeing of our employees are paramount to fostering a sustainable, positive and productive work environment. Our comprehensive Health & Wellbeing strategy is designed to support our teams through initiatives that promote physical, mental, social and financial wellbeing.

We offer flexible working arrangements and have established a network of Wellbeing Champions, Peer Supporters and Mental Health First Aiders to provide ongoing support. Our platform, Perkbox, offers diverse support, including free counselling sessions, wellbeing videos and nutritional advice – as well as discounts across a range of retailers.

We encourage open conversations about mental health to create a supportive workplace environment. By prioritising employee wellbeing, we cultivate a happier, more motivated workforce, resulting in fewer health problems and reduced sick days. This approach enhances productivity and ensures our employees feel valued and appreciated, contributing to a diverse, equitable and inclusive workplace culture.

At CitySuites, we are dedicated to promoting and protecting the health and wellbeing of our team members, aligning with our broader ESG objectives to foster a sustainable and ethical business model.



# Listening To Our Team

At CitySuites, we believe that genuinely listening to our employees is essential for fostering a supportive and dynamic workplace. We are dedicated to ensuring that every team member feels heard and valued. Our commitment to this principle is reflected through various channels, including staff surveys and our Employee Committee. This committee is made up of a representative from each department, who meet on a quarterly basis to touch base on a number of important issues, including diversity, ESG, charity, and many others.

Our CS & EK Employee Engagement Survey reveal high levels of team engagement, with significant pride in working for CitySuites and a strong belief in our collective efforts to serve our guests. Some of the highlight average scores out of 5 were:

- 4.6 – I want to contribute my very best at work every day
- 4.6 – I understand how a positive attitude and good work ethic contributes to the success of the business

We are committed to continuing this open dialogue, leveraging employee feedback to drive improvements and ensuring everyone has a voice in shaping our future.

## Recognising & Rewarding

At CitySuites, we prioritise recognising and rewarding our employees' dedication and hard work through our comprehensive rewards programme. Each month, we celebrate outstanding contributions with our Employee of the Month and Above and Beyond awards.

Employees of the Month, chosen by peer votes, receive a £75 Amazon voucher and a bottle of their choice. The Above and Beyond Award, selected by management, grants a £100 voucher and a month's membership to David Lloyd Gym. Additionally, our annual awards recognise consistent excellence, further emphasising our commitment to valuing and appreciating our team's efforts.





# Making A Difference Every Day

Total raised:

£9,313.75

In 2023, we doubled down on our charity efforts, donating to many worthy causes across the northwest – and beyond. In total, we raised £9,313.75 across the entire year!

A large amount of our charity work was donating rooms through Charity Escapes. We also held a Macmillan Coffee Morning and donated toys to Mission Christmas.

- Charity Escapes £6,109
- Macmillan £791
- Mustard Tree £762.75
- PHMG Charity Event: Supporting Shelter / Mind / The People's Music School / Cancel Council / Shriners Hospitals for Children £500
- North Manchester Hospital for World Aids Day £250
- Christie Charity & NHS Foundation Trust £250
- Alzheimer's Society £250
- Fighting To Be Heard £250
- Mission Christmas £151

## Charity Escapes

We donated over 20 room nights through Charity Escapes, offering one- and two-night stays in various room types. They're a non-for-profit organisation that matchmakes charities with companies willing to donate prizes for fundraising events. Unfortunately, Charity Escapes made the difficult decision to close at the end of 2023. After working with them for 5 years, we wish the team there all the best in their future endeavours.

## Mustard Tree

CitySuites has been a proud Mustard Tree partner since 2018, and in the second half of 2023 we touched base with them to strengthen our partnership. Mustard Tree is a charity that helps the local people of Greater Manchester who are vulnerable, isolated or in need of financial support to change their lives through securing better accommodation and economic wellbeing. In 2023, we donated £762.75 to them through a collection of smaller charity efforts, however, our renewed support for them will continue into 2024 through a series of events and volunteering..

## Mission Christmas: Presents All Round

Once again, CitySuites championed the spirit of giving by actively participating in Cash for Kids' 'Mission Christmas' initiative. With a heartwarming display of generosity, our team came together to donate a collection of money and gifts and help pack gifts for disadvantaged

young people, ensuring every child in Greater Manchester woke up to a special surprise on Christmas morning. Through their efforts, CitySuites contributed to the distribution of over £1.1 million worth of gifts, brightening the holiday season for 35,482 children.

## Macmillan Coffee Morning

Once again, we put the kettle on for the world's biggest coffee morning, joining the hundreds of thousands of people across the UK taking a break and raising much-needed funds to help those living with cancer. In 2023, we had a fantastic time, raising £791 for the cause. We'll be doing it all again on in September 2024.





# Supply Chain

As with any hospitality business, to ensure that our operations run as smoothly as possible, we rely on forging strong long-term collaborative partnerships. In our journey toward sustainability and social responsibility, the integrity and efficiency of our supply chain is paramount.

By supporting local wherever possible, we not only stimulate economic growth within our communities but also reduce environmental footprints through shorter logistics routes. Aside from the normal business criteria, when finding new partners to work with or sourcing new products, we also look at their sustainability credentials to ensure that they align with our own. This strategy enhances our supply chain resilience, promotes ethical sourcing and supports sustainable practices across the board.

We have also enhanced the traceability of our supply chain. Unless there is a strong business case to do otherwise, CitySuites prioritises local suppliers and environmentally friendly products. Therefore, 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. This year we have been improving our supply chain management practices, sharing our supplier code of conduct with at least 80% of our supply chain.

## Our Sustainable Partners

### The Linen Group

The Linen Group are a long-standing partner of CitySuites. Located less than 10 miles from city centre, the group services laundry for both of our properties. Since 2016, they have been committed to providing a more environmentally friendly laundry service using the latest technology. 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. Almost 100% of freshwater used is recycled and used elsewhere for washing. The Group also recycles nearly 100% of the freshwater used and has a rejection rate under 1%, which translates into fewer wasted deliveries (and the associated fuel) and wasted energy use. To achieve the most energy-efficient route, the delivery routes are plotted to be as direct as possible.

### I Want Plants

We source our flora and fauna 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 Bread Factory

We source our freshly baked goods from The Bread Factory's Manchester branch, a 20-minute drive from CitySuites. The Bread Factory is serious about investing in, reducing, reusing and recycling their waste wherever possible. This includes the launch of 'The Bread Room' initiative, where employees take any excess bread home. They have also launched two waste-reducing products, including cheese crackers that use cheddar offcuts and award-winning wasteless sourdough made from leftover bread. The Bread Factory sources locally whenever possible, working with smaller artisan suppliers in the local community.

### Aqua Air

We now only use non-harmful and biodegradable cleaning solutions and recycled paper products, supplied by eco-friendly cleaning product supplier, Aqua Air. In line with our environmental policy, they do not use any of the toxic chemicals in soap, sanitisers, disinfectants, detergents and bleach that are harmful to the environment and so often found in traditional cleaning products.



# Governance

At CitySuites, good governance is the cornerstone of our Environmental, Social and Governance (ESG) framework. We are committed to ethical, accountable and transparent practices that go beyond regulatory compliance. Our governance ethos is embedded in every aspect of our operations, ensuring integrity, fairness and responsibility in all decision-making processes.

Our robust governance framework is designed to drive sustainable growth, uphold ethical standards and foster trust among employees, guests and partners. Key components include clear policies, rigorous oversight and a culture that prioritises ethical decision-making and accountability.

By actively monitoring and adapting our governance structures, we remain responsive to evolving industry standards and stakeholder expectations. Our commitment to principled leadership and transparency positions us to navigate challenges and seize opportunities, reaffirming our dedication to excellence and ethical conduct in the hospitality industry.



# 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
- Data Privacy
- Diversity & Inclusion
- Modern Slavery
- Anti-bribery and corruption
- Computer usage
- Grievances
- Code of Conduct
- Maternity and Paternity
- Alcohol and drugs
- Attendance

In 2024, 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.



## *ESG committee*

Led by our Managing Director, Gavin Bailey, CitySuites' 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, with regular meetings held to discuss internal actions.

- Gavin Bailey, Managing Director
- Curtis May, General Manager
- Jennifer Popova, HR Manager
- Michelle Dyer, Business Development Manager
- Georgina Deacon, Marketing Manager



# Code of Conduct

Our Code of Conduct embodies our core values and guiding principles. It is publicly available and clearly communicated to all employees, ensuring that everyone understands the ethical standards expected of them. New team members undergo mandatory training on the Code of Conduct upon joining. Additional tailored training is provided for high-risk areas such as information security, data protection, anti-bribery, and anti-trust law. This comprehensive training program ensures that our employees are well-equipped to uphold our standards.

# Risk Management

From socio-economic disadvantage to geopolitical instabilities to changing regulatory landscape, we live in uncertain times. And with uncertainty, risk is never very far away.

Implementing a robust risk management plan is crucial to CitySuites' ability to achieve strategic objectives and pursue long-term, sustainable growth. We employ a dynamic risk management process that identifies, evaluates, and mitigates risks. 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.

CitySuites has had GSA Secure Serviced Accommodation Accreditation since 2022, verifying the safety and security of our buildings through a regulated third party.

## ISAAP

In June 2023, CitySuites received confirmation of successfully having achieved ISAAP Building Accreditation for the 6th consecutive year. Building Accreditation is regarded as ISAAP's highest recognition award, and verifies, through a series of on-site assessment activities, that CitySuites provides a safe and secure accommodation environment for guests, as well as upholding all necessary legal and regulatory standards.

This is important because it gives our guests the peace of mind that an independent, external accrediting body, such as ISAAP, has verified on site that all expected standards of health, hygiene, safety and quality have been met by CitySuites.



# Health & Safety Training

Protecting the safety and wellbeing of our guests and employees is critical to sustaining the trust of our stakeholders. Integral to this is a set of robust policies, processes and systems to protect our people. Our stringent safety standards are reflected in the numbers, with zero work-related fatalities, accidents, injuries or incidents in the last year.

Our thorough H&S policy 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.

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.

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.



# Governance

## Data Protection

CitySuites' Data Protection policy aims to secure personal and sensitive information against unauthorised access, use, disclosure, alteration and destruction. It sets out principles and procedures for handling data, ensuring compliance with legal standards and safeguarding privacy and security in accordance with GDPR. The policy fosters trust among stakeholders by preventing data breaches and managing cyber risks.

All CitySuites employees have a Disclosure and Barring (DBS) check and complete full training on our data policies and GDPR when joining the company. We also have a nominated employee who monitors our data inventory and processors, ensuring best practice is always followed. Implementing such a policy demonstrates a commitment to ethical data management and contributes to our reputation and operational integrity.

## 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 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.

## Anti-Corruption & Anti-Bribery

CitySuites is firmly committed to preventing corruption and bribery in any form. We have a stringent anti-bribery and corruption policy in place, in accordance with the Bribery Act 2010. Our anti-corruption and anti-bribery policies apply universally to all employees and anyone working on our behalf, regardless of location. Any identified instances of bribery are dealt with swiftly and effectively, reflecting our zero-tolerance approach.

## Anti-Modern Slavery

CitySuites is committed to preventing and combating modern slavery and human trafficking within our organisation and supply chains. Our Modern Slavery and Human Trafficking Policy outlines our commitment to identifying, monitoring, and mitigating forced labour, servitude, and exploitation. We ensure legal compliance, ethical business conduct, and social responsibility through transparency, accountability, and due diligence processes. The policy includes specific prohibitions in our contracting processes and requires business partners to comply and provide certificates of compliance.



CITYSUITES