



## Corporate Social Responsibility ■

Glh hotels recognises that we have an impact on the natural resources and communities in which we operate and we want to ensure that where

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Sustainability ▼

### Sustainability

glh hotels is a wholly owned subsidiary of GL Group, which is listed on the Singapore Stock Exchange. The GL Group takes its commitment to a Corporate Social Responsibility agenda very seriously and as such we at glh hotels have some firm commitments to sustainability that we report on annually and which are outlined in more detail in the GL Annual Report outlined as follows:

## Environment

glh requests regular reporting from the energy companies in order to measure the energy used per £ of revenue as well as per room in the hotels. We will aim to decrease our usage by 5% in 2018. The plan is to use items such as LED lighting, reduced flow taps in guest rooms, investment into more energy efficient equipment.

We will be carrying out a glh wide Carbon Footprint assessment and this will allow us to identify short, medium and long term areas for improvement in reducing the impact we have on our environment.

## Guest & Employee Welfare

We accord the highest importance towards the safety and security of our guests and anyone who visits our properties. For some time standard safety and security practices have been incorporated into all our hotel operations and activities, and these are regularly reviewed to ensure they are sufficient. In our hotel kitchens, we strictly adhere to regulated food safety standards to ensure the highest levels of food safety. To ensure customers & employee safety we undertake quarterly audits from an external company (NSF) to ensure health & safety, hygiene & fire compliance which are shared and regularly reviewed with the General Managers of the hotels.

GL takes its data protection and privacy obligations very seriously. We have established internal policies and processes to comply with applicable data protection laws, including the UK's Data Protection Act 1998 and The European General Data Protection Regulation, which comes into force in May 2018.

The hospitality industry is based on relationships and at GL we work hard to ensure that we have the right people in the organisation who share in our values and can provide exceptional guest experiences. We want to create a place where people want to work, where they have the right tools and environment to do great work, and where they can develop skills to enable them to progress their careers here.

Across our hotels, we employ 1682 employees. While we employ most of our workers directly, we employ a number of casual workers and our housekeeping services are outsourced.

Our Employee Handbook outlines our employee code of conduct and provides guidelines to our employees on our values and operations. We are also currently developing an Employer Brand for glh Hotels, which includes an internal and external programme to support deployment such as establishing employee communications and engagement.

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