

THE HARI

HOTEL
LONDON

SUSTAINABILITY MANAGEMENT PLAN

To be Reviewed January 2025

Solutions



Foreword



Andrew Coney,
General Manager,
The Hari

A message from our General Manager

At The Hari, we recognise the intensifying need for businesses to focus on enhancing their sustainability practices through robust strategy and policy development, as well as the implementation of tangible initiatives (which exist to reinforce the United Nations Agenda 2030 Sustainable Development Goals).

I believe that by adhering to the policies and standards set out in this document, we will be well placed to tackle the global sustainability challenges ahead, and to do our part in minimising our carbon footprint, thus supporting the United Kingdom's goal of reaching net-zero by 2030.

A handwritten signature in gold ink, appearing to read 'Andrew Coney', with a long horizontal flourish underneath.

TABLE OF CONTENTS

04.	1. Our Story
05.	2. About Us
06.	3. Purpose
07.	4. Approach
23.	5. Identifying
29	6. Responding
37	7. Roles and Responsibilities
39.	8. Reporting
41.	9. Potential Barriers
42.	10. Conclusion



1. Our Story

A family legacy



Dr Aron Harilela,
CEO and Chariman,
Harilela Hotels

The Hari brand is a beacon of modern luxury and impeccable service. We aim to be a destination for locals to love, and guests to discover.

Our legacy in hospitality is fused with a relaxed sense of elegance and an eccentric touch of wit. The outcome is a rich tapestry of design and comfort, reflecting the cultural diversity and nuanced perspectives of our collective global experience.

Since our first hotel investment in 1959, the Harilela family has built a reputation for dedication to generous service.

We are committed to making cultural expression a focus of The Hari, and this has been reflected throughout the hotel, as well as our recently opened sister hotel in Hong Kong.

2. About Us



85 Guest Rooms,
including 14 suites



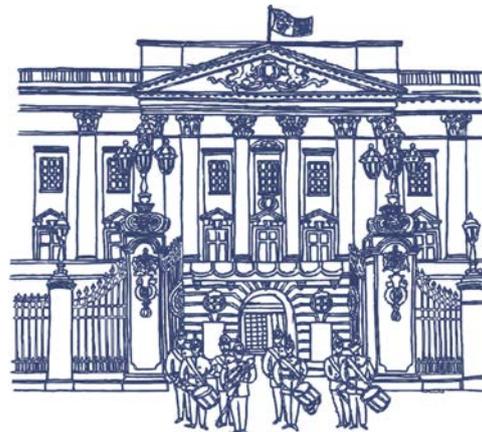
Gym



Restaurant 'il Pampero'



Located in the heart of Belgravia



Buckingham Palace, Harrods, and
Hyde Park only moments away



The Hari Bar



The Garden Terrace

3. Purpose

We intend to grow in an organic and sustainable manner

The purpose of the Sustainability Management Plan is to lay out policies, standards, and objectives, which we aim to adhere to at The Hari.

We respond to our consumption and sustainability practises by conducting a full audit to determine our baseline, and benchmarking our current performance against industry best practice. The baseline will support us with monitoring our metrics, setting our Key Performance Indicators and driving our ongoing strategies.

The management plan identifies the key roles and responsibilities adopted by staff and employees, to ensure that sustainability initiatives are implemented efficiently, and that our long-term goals and commitments are achieved.

This report will be reviewed every three years to keep abreast of developments within the sustainability landscape, with a particular focus on climate change, environmental considerations, social inclusion and equality agendas.

4. Approach

Mission Statement

As a family-owned hotel, The Hari is dedicated to growing in an organic and sustainable manner. We aim to do this through continuous monitoring of our consumption, purchasing responsibly, and fostering positive relationships with our suppliers, stakeholders, and the wider community alike. We intend to incessantly implement a multitude of sustainability initiatives, which will support us in: reducing our consumption, protecting our environment, honouring our local communities and doing our part to fight the emerging climate crisis.

Our Vision

To create memorable experiences steeped in elegance and sophistication, whilst cherishing the environment and embedding culture, heritage, and sustainability into all aspects of our operations.



4.1 Sustainability

What does sustainability mean to us?

"Honouring cultural diversities, empowering local communities, and protecting the environment"

EMMA-LOUISE SARGEANT,
SUSTAINABILITY EXECUTIVE

"Sustainability is about being responsible for your actions and understanding the impact they have on the world around you. At The Hari, we are selective with our partners, ensuring their core values are aligned with our own."

KERSTIN REMY
COMMERCIAL DIRECTOR - SALES & MARKETING

"Committing to positive change as we emerge from the pandemic, and embracing Mother Nature in all that we do"

BENJAMIN MALPASS,
HEAD CONCIERGE

"Sustainability is about taking responsibility for the effects of our commercial activity. An important aspect is to be an active member of the community"

ANDONI SANCHEZ,
HUMAN RESOURCES MANAGER

"From a kitchen standpoint, sustainability means to reduce food waste and make ingredients dynamic. For example, by using trimmings for broths, or diverting coffee grounds to the garden for use as plant insecticide"

CALOGERO CARLINO,
HEAD CHEF

"Conserving our natural resources and preserving our cultural heritage for future generations"

JOHN MCDOWELL,
DIRECTOR OF ENGINEERING

"It is the responsibility of every company to do their part in saving the planet. This means recycling, purchasing from eco-conscious suppliers, and to view sustainability as a long-term investment"

ALEX COHEN,
ROOMS OPERATIONS MANAGER

"Ensuring that our operations have a lasting positive impact, rather than a lasting negative one"

ANDRES ESTEVES,
FINANCIAL CONTROLLER

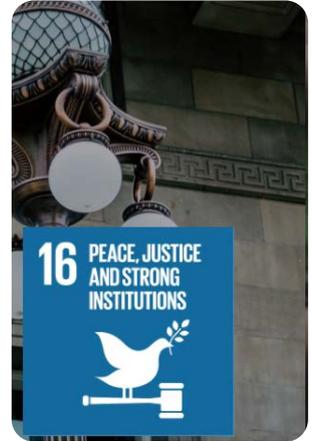
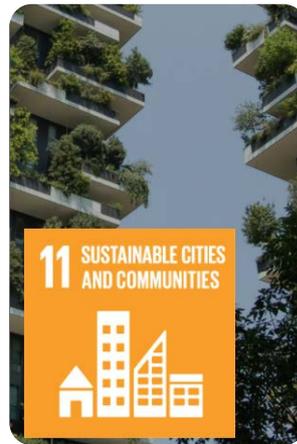
4.2 Sustainable Development Goals

"An urgent call for action by all countries - developed and developing - in a global partnership" (United Nations, 2015)

At the heart of the United Nations 2030 Agenda for Sustainable Development are 17 key objectives, widely known as the Sustainable Development Goals (SDGs). The SDGs exist to drive strategies that foster positive change regarding poverty and other deprivations, health and education, and reducing inequality, together with driving economic growth, tackling climate change, and preserving our oceans and forests (United Nations, 2015).

We aim to develop actionable strategies and initiatives aligned with the SDGs, to do our part in having a positive impact on people and the planet, and creating a sustainable future for generations to come.





SUSTAINABLE DEVELOPMENT GOALS

4.3 Compliance

The Hari is licenced according to UK laws, and is compliant with all relevant local and international legislations and regulations

The Modern Slavery Act 2015 Statement:

This statement has been prepared in accordance with section 54(1) of the Modern Slavery Act 2015.

The Hari is a company registered in England and Wales under company number 02925455, and operates as a boutique hotel with 85 guest rooms.

We at The Hari do not permit, support, or endorse modern slavery or human trafficking under any circumstances, and commit to reviewing our business operations and supply chains to identify, manage and mitigate any risks associated.

We acknowledge that modern slavery can occur regardless of location, thus we strive to implement monitoring systems and robust staff training, to ensure that modern slavery does not occur in any of our operations.

Soon, we plan to conduct a full supplier audit to ensure that we are not working with any suppliers that permit modern slavery, and we will work with them to prevent modern slavery or human trafficking from taking place throughout their production line.

Health and Safety Statement:

The Hari, as with all UK hospitality venues, are bound by many different pieces of UK legislation:

- 1.The Health and Safety at Work Act 1974;
- 2.The Management of the Health and Safety at Work Regs 1999;
- 3.The Control of Substances Hazardous to Health Regs 1999;
- 4.The Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013;
- 5.Management of Health and Safety at Work Regs 1992;
- 6.Workplace (Health, Safety and Welfare) Regs 1992;
- 7.Manual Handling Operations Regs 1992;
- 8.Display Screen Equipment Regs 1992;
- 9.Provision & Use of Work Equipment Regs 1992;
- 10.Personal Protective Equipment Regs 1992;
- 11.The Work at Height Regs 2005;
- 12.Food Safety Act 1990;
- 13.Food Hygiene (England) Regs 2006 (as amended);
- 14.Food Information Regs 2014 (as amended);
- 15.Regulatory Reform (Fire Safety) Order 2005

In addition to these pieces of legislation, there are a number of additional Approved Codes of Practice and guidance documents (produced by various governing bodies) that are responsible for enforcing the legislation - The Health and Safety Executive, The Food Standards Agency and the Fire and Rescue Service.

Environmental Health Associates Limited (EHA), assist The Hari in navigating their numerous legal obligations by providing a bespoke service, whereby tailored policies, procedures, risk assessments, monitoring documents and report forms have been written to document The Hari's operations. In addition to providing these documents, EHA also carry out audits of the various hotel departments to ensure that they remain compliant with the relevant legislation. EHA's ongoing training and advice service enables The Hari to operate knowing they comply with all statutory requirements, and should an issue ever arise, there is an efficient and effective resolution.

Statement written by Charlotte Land, Director of Environmental Health Associates Limited (EHA)



4.4 CSR Policy

The Hari pays great attention to its corporate social responsibility strategies and its commitment to the three pillars of sustainability

The hospitality and tourism industry is responsible for a significant percentage of greenhouse gas emissions annually. Each business has a significant impact on the environment, local communities and destinations in which they operate.

Now more than ever, it is imperative for companies within the tourism and hospitality sector to focus on their sustainability and corporate social responsibility impacts, not least to protect the environment and minimise carbon emissions, but also to support social and economic development, and honour and preserve local culture and historical heritage.

As a family-owned lifestyle business, we at The Hari take sustainability very seriously, and are doing our utmost to have a positive impact on the local environment and our wider community. By following seven key principles, we hope to minimise our negative impact, whilst encouraging our stakeholders to join us in the collective goal of preserving our planet and its people for generations to come.

Principle 1: Responsible Purchasing

The Hari aims to adhere to the following guidelines:

- Preference given to Fair Trade and eco-certified products including chocolate, coffee, and tea;
- Meat and poultry should be free-range, grass-fed, pasture raised and organic;
- We do not purchase land or sea animals raised inhumanely;
- Fish and seafood should be Marine Stewardship Council (MSC) certified;
- No protected or endangered species to be purchased;
- Free-range eggs purchased;
- Hormone-free beef;
- Preference given to suppliers that utilise renewable sources of energy throughout their production chain;
- Preference given to FSC certified paper, recycled lavatory paper, and compostable napkins and straws;
- Preference given to seasonal produce from a sustainable source;
- Suppliers located 15 miles away or less, where possible;
- Maintain list of local, ethical, and sustainable suppliers and services, with plans to update this annually;
- Do not purchase products produced using child labour

Principle 2: Packaging

The Hari aims to reduce waste from packaging by adhering to the following guidelines:

- Preference is given to suppliers that use sustainable packaging, such as those that are 100% compostable and biodegradable;
- Purchase re-usable, returnable, or recycled goods, giving preference to suppliers that implement a 'take-back' policy;
- Avoid packaging that includes styrofoam;
- Avoid waxed cardboard packaging;
- Avoid the use of plastics, and favour packaging from renewable materials such as cardboard

Principle 3: Waste Management

The Hari aims to reduce waste being sent to landfill by adhering to the following guidelines:

- Avoid, reduce and reuse where possible;
- Recycle all possible materials including plastic, glass, cardboard, paper, metal tins/cans, food, coffee grounds, and organics;
- Work with external contracts that specialise in hotel waste management, to ensure that waste is only directed to landfill after all other options have been exhausted;
- Work with our partners to recycle all WEEE electronics and batteries correctly;
- Monitor our waste and waste diversion rates, and communicate this with our stakeholders;
- Paperless check-in and check-outs with tracking of paper use by Front Office;
- Modify our waste collection schedules as required, based on fluctuating quantities

Principle 4: Responsible Consumption

The Hari aims to consume responsibly by:

- Using energy-efficient appliances, where possible;
- Implement LED lighting in all areas of property, where possible;
- Consume water responsibly;
- Utilise sustainable transport options where possible, and promote this amongst our employees, guests and suppliers;
- Continuously monitor energy and water consumption, implementing actionable initiatives for ongoing reductions;
- Continuous monitoring of our carbon footprint, and offsetting emissions, where possible;
- Ongoing research and investigation into green energy and other energy and water-saving opportunities



Principle 5: Community Support and Social Impacts

The Hari recognises the ongoing need to support community projects, both locally and globally, and the role that these projects have in the development of society, as well as supporting those less fortunate. To ensure that we give back and have a positive impact on our local communities, The Hari aims to:

- Support a range of local and global charitable projects and initiatives through providing monetary donations;
- Encourage employees and staff to donate time in volunteering for worthwhile causes;
- Conduct ongoing research and investigation into emerging charitable projects that align with The Hari values;
- Host regular team events and clean-up initiatives



Principle 6: Employee Engagement and Development

We at The Hari recognise that our employees are our greatest asset. We aim to keep our employees engaged and to support their ongoing development by:

- Showcasing extraordinary service and workplace achievements;
- Providing autonomy in job roles, and trusting employees to deliver exceptional service without the need for micro-management;
- Honouring diversities and unique personalities;
- Offering opportunities for training and skill enhancement;
- Providing opportunities for internal recruitment;
- Ongoing reviews of employee performance and awarding promotions;
- Opportunities to get involved in sustainability initiatives by joining the Green Team;
- Hosting of social events and team building;
- Regular workshops on sustainability-related topics

Principle 7: Honouring Guest Feedback

At The Hari we acknowledge the importance of guest feedback and view it as a valuable tool to support the sustainable growth of our company. Based on this, we aim to:

- Encourage indirect feedback via reviews on platforms such as TripAdvisor and Booking.com;
- Welcome direct feedback, and action accordingly;
- Follow up on guest complaints in a timely manner;
- Welcome guests to inspire us with their ideas for improvement regarding sustainability at our property;

We are delighted that The Hari was voted no.1 hotel in the UK, no.7 in Europe, and no.21 in the world in the TripAdvisor Travellers' Choice Awards 2021.



5. Identifying

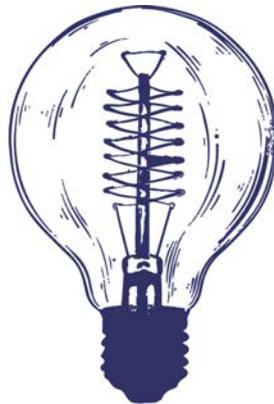
Where are we now?



Shower flow reducers installed in all guest bathrooms



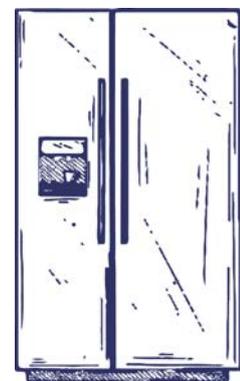
Motion sensors installed in 10% of public areas



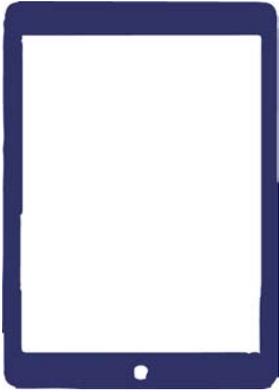
LED lighting in 80% of fixtures



Dual-flush toilets in 100% of guest rooms and public areas (excl. accessible toilets)



Refrigerator and Freezer temperatures monitored daily



iPad menu in
The Hari Bar and
The Garden Terrace



Complimentary
bike rental



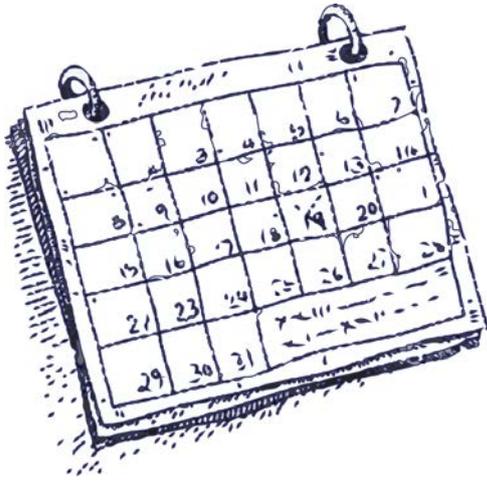
Towel and linen reuse
program in place



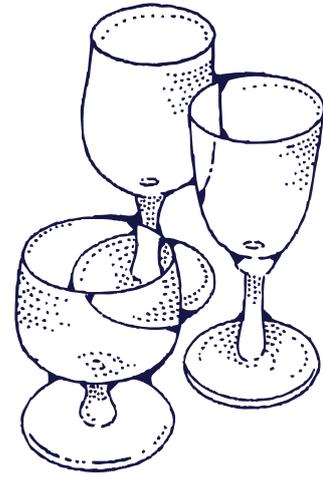
Paperless guest rooms -
directory displayed on
television



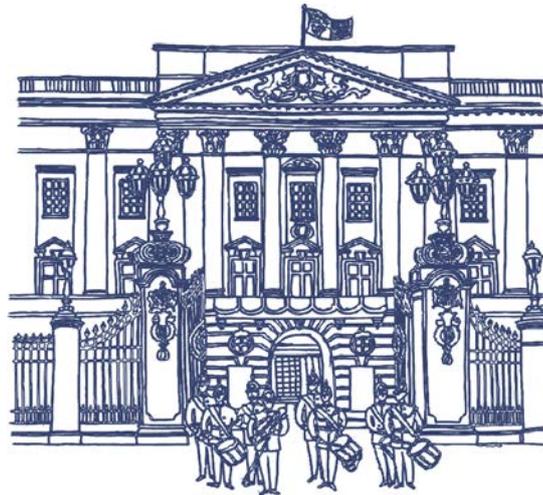
Unfinished toilet
roll diverted to
staff restrooms



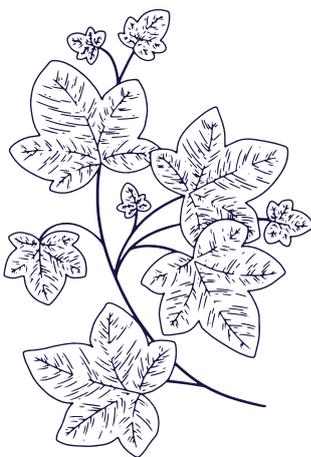
Use-by dates monitored, and ingredients directed to staff meals to minimise food waste



Local house wines from Sussex



Partnerships with local private tour companies



Installation of living wall



Meals made to order - no buffets



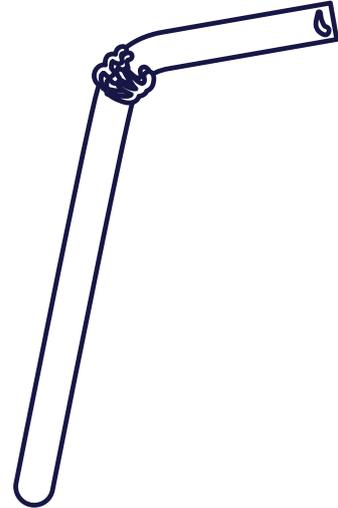
Reusable key-card system for HVAC and lighting



Support of local charities and community projects



Concierge team highly knowledgeable about British cultural heritage



Biodegradable straws and napkins in restaurant, bar, and terrace



Scaled down deliveries to reduce transport emissions

5.1 NOW Sustainability Program

NOW Force for Good Hotels

We are proud to partner with NOW, a platform for affiliated hotels committed to sustainability.

NOW supports The Hari in managing our impacts on the environment, as well as our local communities. NOW provides us with rigorous sustainability solutions which enable us to be held accountable, as well as to maintain full transparency with our wider stakeholders.

The sustainability goals of NOW are very much aligned with our own, and include:

- Supporting the United Nations Sustainable Development Goals;
- Attaining carbon-zero, or carbon positive;
- Make sustainability a policy and Standard Operating Procedure to manage risk, build resilience and save money



5.2 EarthCheck

Scientific benchmarking, certification and advisory

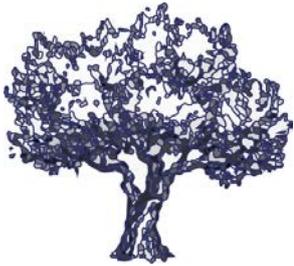
As global leaders in sustainability certification and advisory for the travel and tourism industry, we are excited to collaborate with EarthCheck to improve our sustainability performance, and communicate that with our wider stakeholders.

EarthCheck has acknowledged our sustainability practices by assessing our environmental, social, and economic performance. Based on this, we currently hold the EarthCheck Evaluate certification. We are committed to working closely with our EarthCheck Evaluate Relationship Manager to collect, analyse and manage data, and introduce policies and procedures to reduce our resource consumption, understand potential risks, and engage with our local natural and cultural heritage.



6. Responding

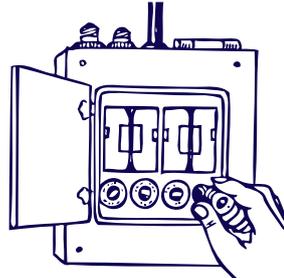
By January 2025, we aim to...



Offset all scope 1 and 2 carbon emissions



Property 100% free of single-use plastics



Reduce energy (gas and electricity) consumption by 10%



20% reduction in food waste



100% of supplier packaging to be reusable, biodegradable, or recyclable



Reduce water consumption by 10%



25% reduction in carbon footprint



Support of a local community projects and charitable initiatives



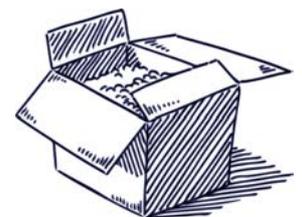
100% of guest rooms plastic free



90% of suppliers based in UK



Complete 12 staff community activities



Reduce solid waste (exc. food) by 15%

6.1 Sustainability Standards

To protect the environment and minimise our carbon footprint, we aim to...

- Consume electricity, water, and gas responsibly;
- Give preference to sustainable transport alternatives, where possible - i.e. walking, cycling, car-sharing, or using public transport;
- Use energy efficient appliances, where possible;
- Use heating of water consciously;
- Offset our carbon emissions, where possible;
- Incorporate more plant-based meals into our diets;
- Purchase from suppliers that utilize renewable sources of energy;
- Reduce our food waste;
- Purchase products with sustainable packaging;
- Purchase local, organic and seasonal foods;
- Recycle our solid waste;
- Avoid single-use plastics;
- Recycle electronics and batteries;
- Protect biodiversity and local habitats;
- Use hazardous substances safely

To recognise culture as a driver of sustainable development, we aim to...

- Represent a diverse cultural workforce;
- Respect and honour cultural beliefs and practices;
- Protect local cultural heritage;
- Respect cultural diversity amongst employees and guests;
- Encourage cultural creativity and innovation amongst employees

To support our local economy, and encourage sustainable growth, we aim to...

- Purchase from local businesses, where possible;
- Value local employment;
- Implement job training and development;
- Purchase Fair Trade products;
- Promote local emerging artists and talent

To have a positive impact on society and local communities, we aim to...

- Support local charities and community projects;
- Honour diversity in the workplace;
- Provide a safe and healthy working environment;
- Provide access for disabled people;
- Prevent exclusion based on race, sexual orientation etc.;
- Foster positive relationships with local communities;
- Acknowledge the importance of work-life balance;
- Encourage volunteerism;
- Promote human rights and equality in the workplace

6.2 Action Plan

Quarterly Action Plans - Sustainable Development Goals

An SDG-based action plan will be published on a quarterly basis and will comprise of tangible and actionable departmental initiatives which will serve to improve sustainability practices and performance at The Hari.

The purpose of the plan is to ensure that we are supporting as many of the SDGs as possible, therefore joining the United Nations collective goals of ending poverty, reducing inequality, and protecting the planet by 2030.

The Sustainability Executive will hold monthly meetings with the Green Team to ensure that initiatives are being implemented within each department. In addition, the Green Team will feedback any challenges and issues arising with regards to the actioning of the initiatives, and the Sustainability Executive will then propose solutions to overcome the challenges identified.

Sustainability Projects

In conjunction with the quarterly SDG-based action plans, a multitude of more intricate sustainability related projects will be developed over time, and will be overseen primarily by the Sustainability Executive, who will report directly to the General Manager and Director of Engineering.

It will be the responsibility of the Sustainability Executive to conduct on-going research into the type of sustainability projects to be implemented at The Hari, as well as conducting feasibility and cost-benefit analyses to support all proposals. The Sustainability Executive will then be responsible for overseeing the implementation of all approved projects.

Some of the projects which The Hari plans to implement over the short term include:

- Switching to renewable sources of energy;
- Waste management monitoring and reporting;
- Food waste reduction strategies, including composting;
- Carbon monitoring and offsetting;
- Development of a rooftop garden for purposes of growing a portion of our produce, primarily to lessen transportation emissions associated with the deliveries of fresh produce;
- Thorough auditing of all suppliers based on our Responsible Purchasing and Packaging policies

6.3 Benchmarking

Quarterly Action Plans - Sustainable Development Goals

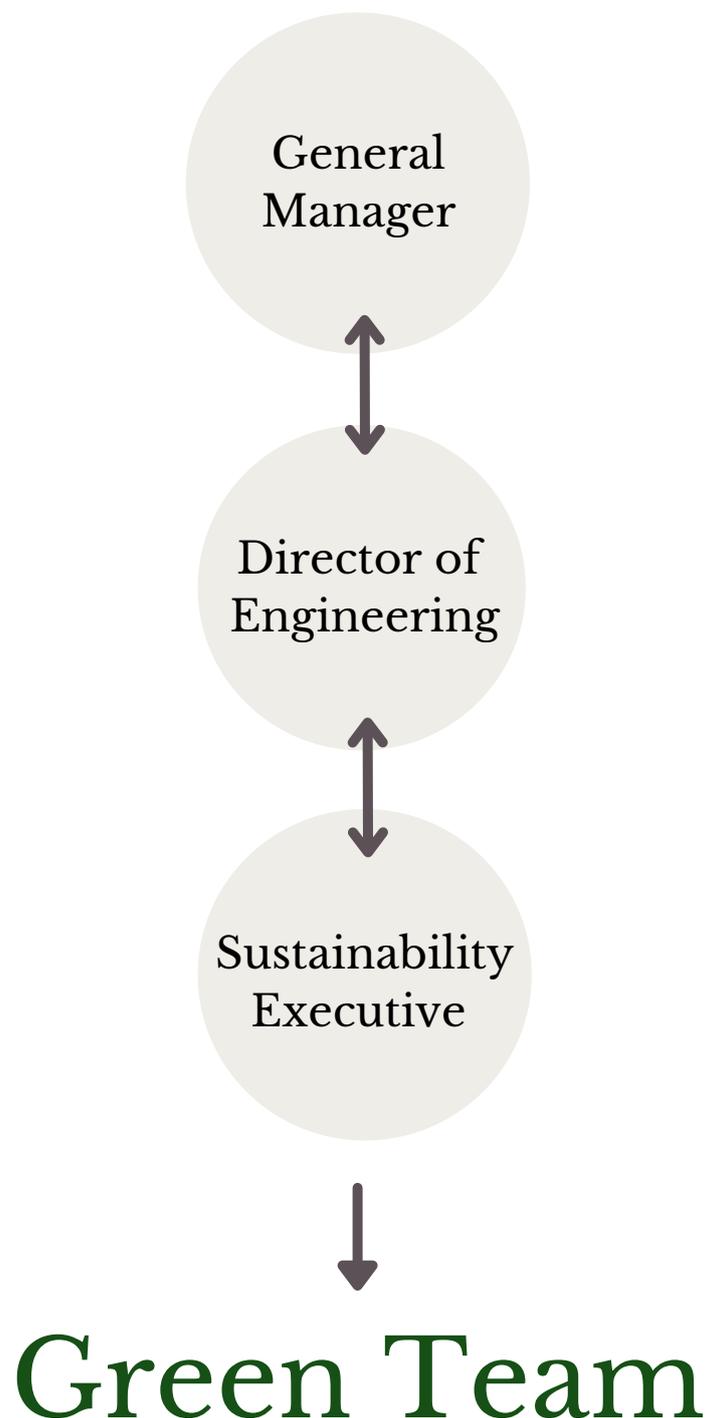
Guided by EarthCheck, we will use benchmarking as a key tool to assess our performance based on our energy consumption, water usage, and carbon footprint.

Benchmarking will enable us to draw comparisons against our own performance, quarterly and annually, as well as against industry best practice.

With continuous research and monitoring of current trend reports, we will strive to implement the latest energy and water saving techniques, to incessantly reduce our consumption, and subsequently our carbon footprint, to support our goal of achieving net-zero by 2025.

7. Roles

Incorporating sustainability into job roles is vital for creating measurable impact



7.1 Responsibilities

Position	Responsibility
General Manager	<ol style="list-style-type: none"> 1) Assignments of projects 2) Approval of proposals 3) Review of quarterly and annual reports
Director of Engineering	<ol style="list-style-type: none"> 1) Line Manager for Sustainability Executive 2) Assignment of technical projects 3) Assistance with data collection 4) Review of quarterly and annual reports
Sustainability Executive	<ol style="list-style-type: none"> 1) Development and review of SMP 2) Proposal of projects 3) Supplier audits 4) Hotel audits 5) Meeting with suppliers and contractors 6) Liaison with NOW & Earth Check 7) Sourcing ethical and sustainable F&B suppliers 8) Staff workshops 9) Setting of sustainability initiatives 10) Regular meetings with Green Team 11) Researching current trends 12) Data analysis 13) Carbon footprint calculating 14) Development & implementation of sustainability projects 15) Development of quarterly action plans 16) Strategy development 17) Policy setting and adherence 18) Quarterly & annual reporting
Green Team	<ol style="list-style-type: none"> 1) Ensures departmental initiatives are implemented efficiently 2) Encouragement of colleagues

8. Reporting

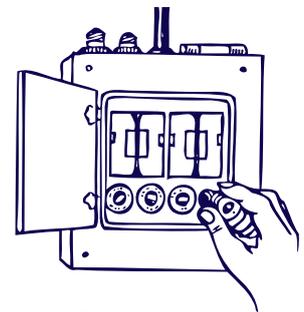
Measuring Key Performance Indicators (KPIs) is crucial for tracking our sustainability performance



Carbon Footprint
(tonnes per CO₂
equivalent)



Charitable
donations (£)



Electricity
consumption
(kWh)



Gas consumption
(kWh)



Waste
diversion
rate (%)



Water
consumption
(m³)



Supply chain
(miles)



Community activities
and volunteerism
(hours)



Food waste
(tonnes)

8.1 Reviews

The Sustainability Executive will be responsible for communicating our sustainability performance

Sustainability Management Plan:

The purpose of the Sustainability Management Plan is to lay out policies, standards, and objectives, which we aim to adhere to at The Hari. This report will be reviewed every three years.

Quarterly Reports:

Reports will be published at quarterly intervals each year, with the purpose of communicating our sustainability progress, as well as the initiatives implemented during each quarter. The quarterly reports will be concise and will be published on the company website.

Annual Reports:

An annual sustainability report will be published each January and will highlight progress made during the previous year, as well as our commitments and goals for the upcoming year.

9. Potential Barriers

Achieving balance between luxury and sustainability

We recognise that there are a multitude of challenges associated with implementing sustainability within a company, perhaps even more so for companies operating within the hospitality and tourism industry. The industry is largely multi-dimensional and is comprised of a wide network of stakeholders.

We have identified the following barriers and are currently developing solutions to overcome these. We hope that by tackling these challenges directly, they will not jeopardise our long-term progress, nor prevent us from reaching our ambitious goals:

- Providing a five-star luxury service whilst keeping sustainability at the forefront of our operations;
- Guest and employee education regarding recycling, food waste, and minimising energy/water consumption etc.;
- Meals comprising of locally-sourced produce
- Sourcing from ethical and sustainable suppliers, whilst adhering to financial budgets;
- Implementing energy- and water-saving technologies, whilst adhering to financial budgets

10. Conclusion

Committing to the United Nations Agenda 2030

The purpose of this plan is to lay out policies, standards, and objectives, which we aim to adhere to at The Hari in terms of our sustainability performance.

We aim to work diligently with EarthCheck and the NOW Sustainability program to reduce our carbon footprint, with the goal of reaching net-zero on our scope 1 and 2 carbon emissions by 2025. In addition, we aim to make our property 100% free of single-use plastics, audit all suppliers based on our 'Responsible Purchasing and Packaging' policies, and support society by contributing to local community projects and initiatives.

Our current baseline shows that we are positioned well in terms of our sustainability performance, however there is much more that we must, and will do, in order to truly become a responsible and sustainable accommodation provider.

We are excited for the journey ahead, and welcome you onboard as we all do our part in protecting our planet and creating a sustainable future for all.

This report has been developed by Emma-Louise Sargeant, Sustainability Executive at The Hari.

II. Conclusion