

THE HARI

L O N D O N
BELGRAVIA

SUSTAINABILITY MANAGEMENT PLAN

To be Reviewed in
January 2025



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 dark ink, appearing to read 'Andrew Coney', with a long horizontal flourish underneath.

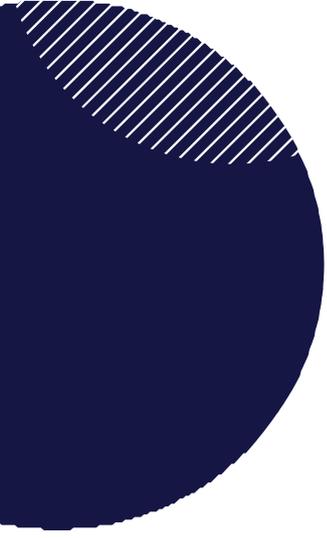


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1. Our Story



Andrew Coney,
General Manager,
The Hari

A Family Legacy

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



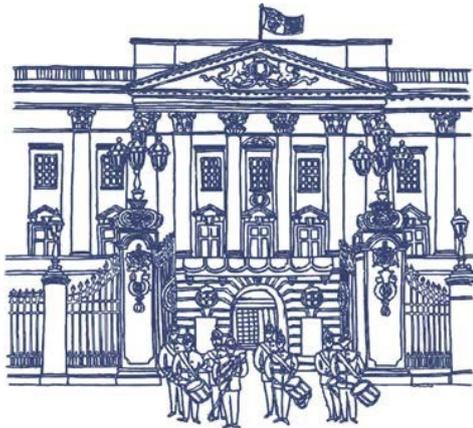
85 Guest Rooms,
including 14 suites



Located in the
heart of Belgravia



24/7 Access Gym



Buckingham Palace, Harrods, &
Hyde Park only moments away



Italian Restaurant
'il Pampero'



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 layout policies, standards, and objectives, which we aim to adhere to at The Hari.

We respond to our consumption and sustainability practices by conducting a full audit to determine our baseline and benchmarking our current performance against industry bestpractices. 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 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 abreastof developments within the sustainability landscape, with a particular focus on environmental, social and governance factors.

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?

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

ALEX COHEN,
ROOMS OPERATIONS MANAGER

"Committing to positive change and embracing Mother Nature in all that we do."

BENJAMIN MALPASS,
HEAD CONCIERGE

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

TATIANA FREITAS,
DIRECTOR OF FINANCE

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

JOHN MCDOWELL,
DIRECTOR OF
ENGINEERING

"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,
DIRECTOR OF HUMAN RESOURCES

"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

"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

4.2 Development

“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 strategies and initiatives aligned with the SDG's, to do our part in having a positive impact on people and the planet, creating a sustainable future for generations to come.



4.3 Compliance

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

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

1. Electricity at Work Regulations 1989
2. Energy Act 2016
3. Environmental Protection Act 1990
4. Climate Change Act 2008
5. Water Act 2014
6. Human Rights Act 1998
7. Equality Act 2010
8. Modern Slavery Act 2015
9. Building Fire Safety Regulations 2010
10. Alcohol License
11. Employer's liability insurance
12. Companies Act 2006
13. The Health and Safety at Work Act 1974
14. The Management of the Health and Safety at Work Regs 1999 (Amending the 1992 regulations)
15. Control of Substances Hazardous to Health 1999
16. ACoP L8 Legionnaires disease the control of legionella bacteria in water systems
17. The Reporting of Injuries Diseases & Dangerous Occurrences Regulations 2013
18. Workplace (Health, Safety & Welfare) Regs 1992
19. Manual Handling Operations Regs 1992

20. Display Screen Equipment Regs 1992
21. Provision & Use of Work Equipment Regs 1992
22. Lifting Operations & Equipment Regulations 1998
23. Personal Protective Equipment Regs 2002
24. The Work at Height Regs 2005
25. The Control of Asbestos Regulations 2012
26. Food Safety Act 1990
27. The Food Safety & Hygiene Regulations 2013
28. Food Information Regs 2014 (as amended)
29. Regulatory Reform (Fire Safety) Order 2005

There are several 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), assists The Hari in navigating its 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. EHA also carries 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 CRS Policy

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

The hospitality and tourism industry are 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 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 is given to Fair Trade & eco-certified products e.g., chocolate, coffee, tea, and paper.
- Preference is given for meat and poultry: free-range, grass-fed, pasteurized, and organic.
- We do not purchase land or sea animals raised inhumanely;
- Preference is given for fish and seafood with Marine Stewardship Council (MSC) certified;
- No protected or endangered species to be purchased.
- Preference is given for free-range eggs purchased.
- Hormone-free beef.
- Preference is given to suppliers that utilize renewable sources of energy throughout their production chain;
- Preference is given to FSC-certified paper, recycled lavatory paper, compostable napkins & straws.
- Preference is given to seasonal produce from a sustainable source.
- Suppliers located in the UK, where possible;
- Develop a list of local, ethical, and sustainable suppliers, with plans to update this annually.
- Never purchase products produced using slavery.

Principle 2: Packaging

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

- Preference is given to suppliers that use sustainable packaging, such as those that are 100% compostable, biodegradable, or recyclables;
- 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, and coffee grounds.
- 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;
- Modify our waste collection schedules as required, based on fluctuating quantities

Principle 4: Responsible Consumption

The Hari aims to consume responsibly by:

- Use energy-efficient appliances, where possible; Implement LED lighting in all areas of the 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 & 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. 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 by 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.



Principle 6: Employee Engagement & 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.
- Hosting of social events and team building.

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:

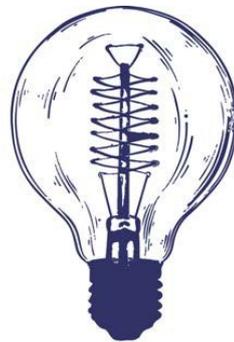
- Encourage indirect feedback via reviews on platforms such as TripAdvisor and Booking.com.
- Welcome direct feedback, and action; accordingly.
- Follow up on guest complaints in a timely manner.
- Welcome guests to inspire us with their ideas for improvement regarding sustainability at our property.

5. Identifying

Where are we now?



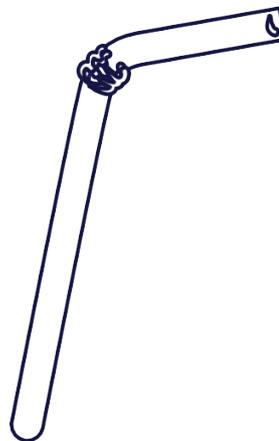
Shower flow reducers installed in all guest bathrooms



LED lighting in 80% of fixtures



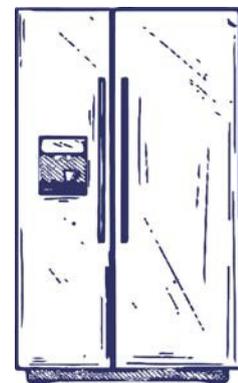
Dual-flush toilets in 100% of guest rooms & public areas (excl. accessible toilets).



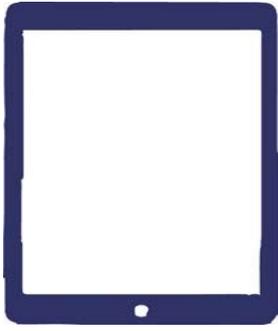
Biodegradable straws & napkins in the restaurant, bar & terrace



Motion sensors installed in 10% of public areas



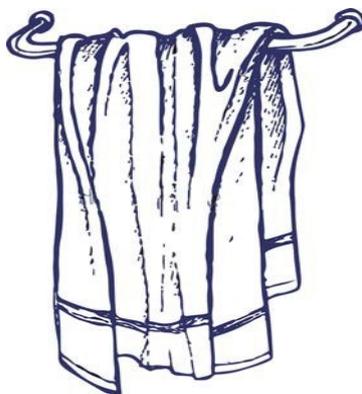
Refrigerator & Freezer temperatures monitored daily



iPad Menus in
the bar & terrace



Complimentary
bike rental



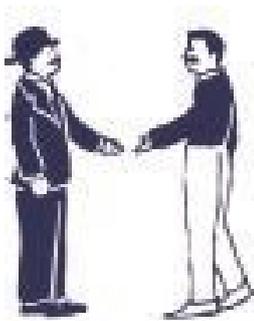
Towel & linen
reuse programme



Paperless guest
rooms – directory
displayed on TV's



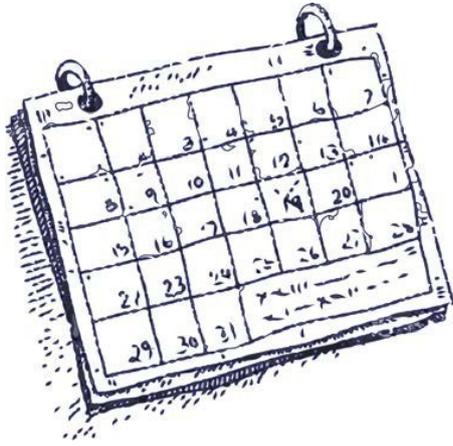
Installation of a
living wall



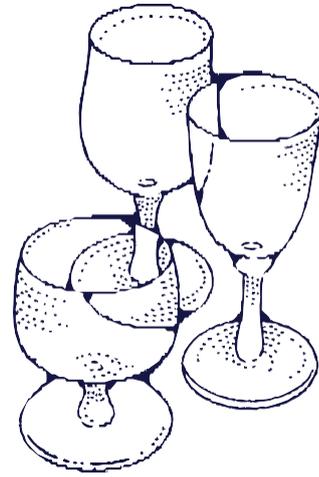
Support of local charities
& community projects



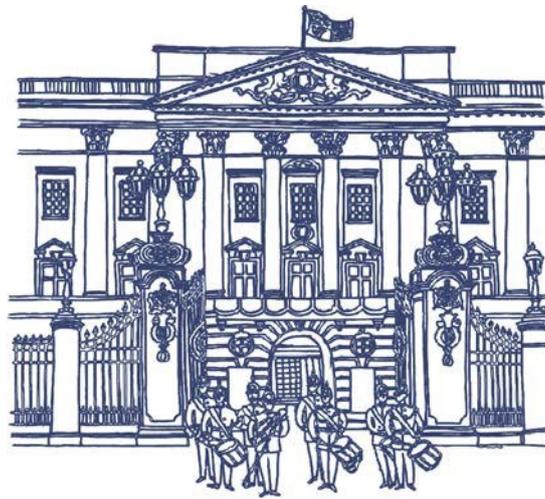
Unfinished toilet roll
diverted to staff restrooms



Use-by dates monitored & food directed to staff meals to reduce food waste



Local house wines from Sussex



Partnerships with local private tour companies



Meals made to order (No buffets)



Concierge is highly knowledgeable in British cultural heritage



Reusable key-card system for HVAC and lighting

5.1 NOW

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

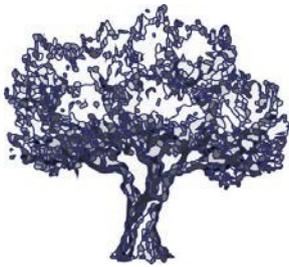
As global leaders in sustainability certification and advisory for the travel and tourism industry, we are excited to collaborate with EarthCheck to improve our sustainability performance and communicate that with our wider stakeholders.

EarthCheck has acknowledged our sustainability practices by assessing our environmental, social, and economic performance. Based on this, we currently hold the Bronze Benchmarked EarthCheck Evaluation certification. We are committed to working closely with our EarthCheck 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

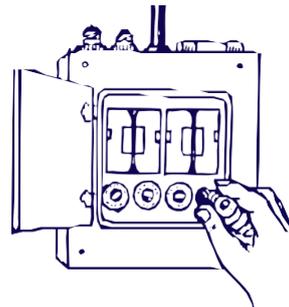
By December 2030, we aim to...



Offset all scope 1&2 CO2 emissions



70% free of single-use plastics



Reduce energy consumption by 10%



20% reduction in food waste



70% of supplier packaging to be reusable, biodegradable, or recyclable



Reduce water consumption by 10%



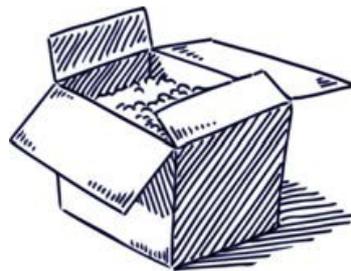
Complete 12 staff community initiatives



Support the local community



80% of suppliers based in the UK



Reduce solid waste (excl. food) by 15%



20% reduction in CO2 footprint **24**

6.1 Standards

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

- Consume electricity, water, and gas responsibly.
- Give preference to sustainable transport - i.e., walking, cycling, car-share, or public transport.
- Use energy efficient appliances.
- Use heating of water consciously.
- Offset our Carbon emission, where possible.
- Include more plant-based meals into our diets.
- Purchase from suppliers that utilise renewable sources of energy.
- Reduce our food waste.
- Purchase products with sustainable packaging.
- Purchase local, organic & seasonal foods.
- Reduce and recycle our solid waste.
- Avoid single-use plastics
- Dispose or 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 & 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 where possible;
- 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

Action Plan – Sustainable Development Goals

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.

A multitude of intricate sustainability-related projects will be developed over time. It will be the responsibility of the Sustainability Executive to conduct ongoing research into the type of sustainability projects to be implemented at The Hari, as well as conduct feasibility and cost-benefit analyses to support all proposals.

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

- Switching to renewable sources of energy;
- Waste management monitoring and reporting and reducing.
- Food waste reduction strategies, including composting;
- Carbon monitoring, and offsetting.

6.3 Benchmarking

Guided by EarthCheck we will:

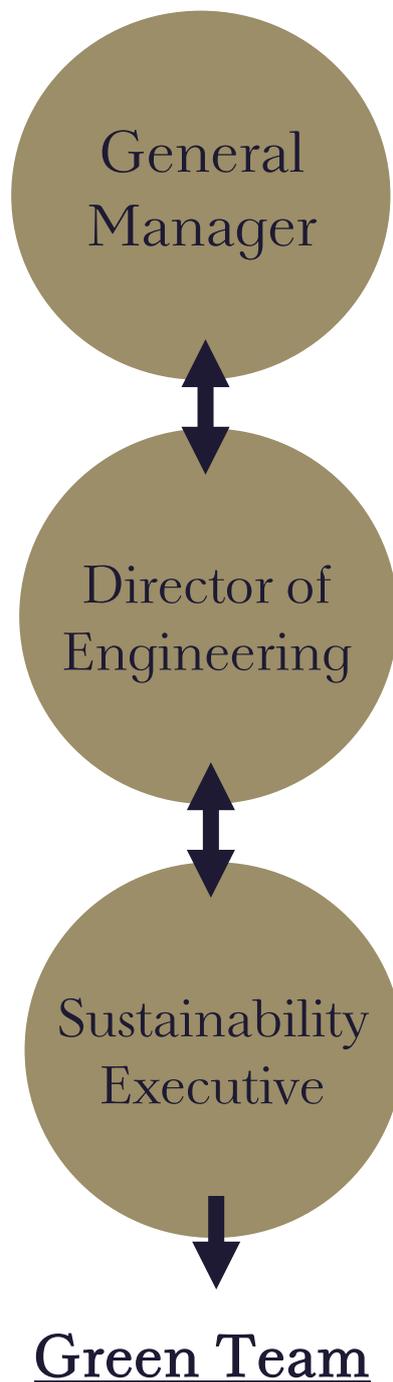
Use benchmarking as a tool to assess our performance based on our energy consumption, water usage, carbon footprint, community, and other important points.

Benchmarking enabled 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 2030.

7. Roles

Incorporating sustainability into job roles is vital for creating measurable impact



7.1 Responsibilities

Position	Responsibility
General Manager	<ul style="list-style-type: none"> - Assignment of projects - Approval of proposals - Review of quarterly and annual reports
Director of Engineering	<ul style="list-style-type: none"> - Line manager for Sustainability Coordinator - Assignment of technical projects - Assistance with data collection - Review of quarterly and annual reports
Sustainability Executive	<ul style="list-style-type: none"> - Development and review of Sustainability Management Plan - Proposal of projects - Meeting with suppliers and contractors - Liaison with NOW and EarthCheck - Sourcing ethical and sustainable F&B suppliers - Staff workshops - Setting of sustainability initiatives - Regular meetings with Green Team - Researching current trends - Data analysis - Carbon footprint calculating - Development of sustainability projects - Development of quarterly action plans - Strategy development - Policy setting and adherence - Quarterly and annual reporting
Green Team	<ul style="list-style-type: none"> - Ensures departmental initiatives are implemented - Encouragement of colleagues

8. Reporting

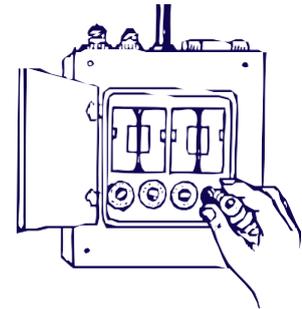
Measuring Key Performance Indicators (KPIs) is crucial for tracking our sustainability performance



Carbon Footprint
(Tonnes per CO₂
equivalent)



Charitable
Donations



Electricity
Consumption
(kWh)



Gas
Consumption
(kWh)



Waste
Diversion
Rate (%)



Water
Consumption
(m³)



Community
Activities &
Volunteering (hours)



Food Waste
(Tonnes)

8.1 Reviews

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

This report will be reviewed every three years or when it is necessary.

9. Potential Barriers

Achieving a balance between luxury and sustainability

We recognise that there is 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, foodwaste, minimising energy/water consumption etc.;
- 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 2030.

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.