



# CORPORATE SOCIAL RESPONSIBILITY VISION

Our desire is to minimise the impact our business has on the environment in which we operate by being mindful to ethical, economic, social, environmental and people needs.

To deliver our promise, we focus on the following four key component stakeholder areas that impact wider society:

## Marketplace

*our responsibility to suppliers, customers and partners*

## Workplace

*our commitment to our most valuable asset, our people*

## Environment

*how we can reduce our impact to create a 'better world' for the next generation*

## Community

*what we can contribute back to the local region*

## CORPORATE SOCIAL RESPONSIBILITY

Marketplace

Workplace

Environment

Community

### Marketplace

**Our services are accessible to all with disabilities and special needs.**

We are committed to the personal safety and welfare of our guests through comprehensive health & safety procedures and external accreditations such as ISO 18001 and 9001 to 'monitor and measure' our performance.

We carry out regular risk and health & safety assessments for all staff in their working environment. Our health and safety committees meet regularly at each venue location supported by a national health & safety manager employed by our parent company, EEF.



The importance of health & safety practice is supported through a comprehensive accident reporting process, qualified first-aiders at all venues and a robust contractors' policy for visiting contract workers.

We actively canvass constructive feedback from our customers to support our ethos of continuous improvement in product and customer care. Since 2013 we have invested over £2 million to offer added value to our customers.

We operate an ethical purchasing policy through a local and national supply chain. Working with bodies such



as Red Tractor, Marine Stewardship Council, The Soil Association and Fairtrade Foundation offers further reassurance of our commitment. We are known for our fresh food ethos of offering balanced healthy menus, free from additives and complete with comprehensive allergen labelling.

Our 5 star food hygiene rating across all of our venues endorses the thoroughness of our food hygiene processes.

We operate to industry 'best practice' through our commitment to the Meetings Industry Association's code of practice and we are Investors in People accredited.



## CORPORATE SOCIAL RESPONSIBILITY

Marketplace

**Workplace**

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### Workplace

Our recruitment and selection procedures ensure that we do not discriminate in any way and all applicants for vacancies receive equal treatment regardless of gender, ethnic origin, disability, marital status, age, religion or sexual orientation.

We believe in fair remuneration and conditions of employment, and have adopted the national living wage band ahead of the government's plan to introduce in April 2016.



We recognise talent and reward through continuous development, mentoring and 'fast-tracking' promotion opportunities. 25% of our existing team has benefited from promotion during their company service to date. With trust and empowerment forming the core of our business activities, we have happy, loyal and motivated teams, resulting in high staff retention levels throughout our venues.

We adhere to clear consultation and communication guidelines, and all management and supervisory staff are committed to operating to a set of leadership values.

As members of the Institute of Customer Service, we circulate regular staff satisfaction surveys with targeted outcomes.



We are committed to growing the next generation by running a successful apprenticeship scheme and encouraging the acquisition of NVQ qualifications working in partnership with local colleges. Three apprentices have progressed to full-time status since 2014. Matthew Parsons, our executive chef, won Mentor of the Year in the 2015 People 1st Apprentice Awards.

We acknowledge outstanding performance through our 'Rewards and Recognition' scheme, as well as awarding discretionary bonuses and monetary vouchers.



## CORPORATE SOCIAL RESPONSIBILITY

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## Environment

We manage and maintain an environmental management system which is ISO 14001 accredited, allowing us to identify, review and reduce the level of impact our business has on the environment, with regular external auditing of our performance.

Energy conservation has the largest impact on the environment so we carefully control this with an integrated building management system at our residential venue in Leamington Spa.

Other initiatives include low energy lighting, boiler efficiency audits, movement sensors and maximum water temperature control.

We have fitted water savers throughout toilets and showers and we encourage guests to reuse bathroom towels.

Our robust waste management system incorporates considerable recycling of everything from paper, plastics and glass to metal, waste oil, food and electrical items. All food waste from our Leamington Spa and Westminster venues is removed for anaerobic digestion and converted to electricity.

At our Bristol and Leamington Spa venues we have left the accompanying venue grounds in their natural state to encourage wildlife. We encourage our delegates to use public transport by displaying information prominently on our website and we operate a bicycle scheme for staff.



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## Community

Always aware of our reputation within our local communities, we work hard to support and build lasting relationships with local people and organisations.

For example, where feasible, we will use local suppliers for meat, fruit, vegetables, dairy and bread (that is when we are not baking it ourselves!)



We are a charity partner for the event industry's recognized charity, Meetings Industry Meeting Needs (MIMN) and each venue has an adopted charity:

Woodland Grange – Myton Hospice

Broadway House – MacMillan Cancer Support

Engineers' House – MacMillan Cancer Support



Woodland Grange has donated gym equipment and lounge furniture to North Leamington School over recent years, as well as blankets for the Guide Dogs for the Blind Association.

Woodland Grange sponsored the 2015 National Bowls Tournament which took place in Leamington Spa.

As a national group, we feel that it is only right and fair to support the local communities in which we operate.



[eef.org.uk/venues](http://eef.org.uk/venues)



## Contact us

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