



THE LANGHAM

London

Environmental Policy Statement

The Langham, London recognises the importance of environmental and social sustainability as a fundamental component in the daily operation of our hotel. We have identified our key stakeholders and recognise the potential impacts that our products, staff and services have on the environment and neighbouring communities. We are liaising with and involving our stakeholders through different channels, including through our memberships of several local associations, like Regent Street Association, Marylebone Association and New West End. As an environmental conscious hotel we are committed to remedying and mitigating potential environmental and social risks to reduce our operating footprint. In order to address these potential risks we are dedicated to applying holistic and integrated management plans, policies and initiatives to ensure we meet our underlying responsibilities to our guests, colleagues, stakeholders and the local Westminster and greater London communities as a minimum level of performance. We are striving to involve our guests in our efforts through our voluntary linen re-use program and donations to the Princess Royal Trust for Carers. The Langham, London will be hosting one of the major sponsors of the London 2012 Olympic Games and we are committed to be their partners in supporting the vision of the London Organising Committee of the Olympic and Paralympic Games (LOCOG) to deliver a world class event and lasting legacy in terms of sustainability.

The Langham, London is a 378 room five star hotel located in central London. The hotel is a short walk from the busy shopping areas of Oxford Street, Regent Street and Bond Street. The hotel layout consists of three main interlinked buildings including the Langham Club building which holds 47 executive club rooms and suits. There are a total of 14 conference and banquet rooms including the Grand Ballroom and Club Boardroom. Guests and members of the public can enjoy the use of Europe's first Chuan Spa and renovated Health & Fitness Centre. The centre includes a 16 meter heated indoor swimming pool and Jacuzzi spa bath. The hotel has three Food and Beverage outlets these being the Artesian Bar, Palm Court and Roux at The Landau restaurants. The hotel employs around 380 full time colleagues and 70 agency staff of which 85% live within a 20 mile radius. As a grade two listed English Heritage building located in the central business district, The Langham, London realises an underlying responsibility to mitigate potential environmental and social impacts caused by daily operational activities locally, regionally and globally.

In meeting our commitments we have signed up for benchmarking and certification through the EarthCheck scientific certification program managed by EC3 Global. We have achieved Bronze benchmarking status for the 3rd consecutive year in December 2011 and Silver Certification in February 2011, and are committed to maintain Silver Certification on an annual basis until qualifying for Gold Certification. This move signals a deepening of our company's commitment to sustainable tourism practices, and aligns us with the world's largest certifier of sustainable travel and tourism businesses and communities. Our commitment to the Earth Check programme enables 3rd party transparent and credible reporting of our environmental and social performance as we strive to achieve sustainability. We have also joined the Green Tourism Business Scheme (GTBS) and currently hold Silver certification. The GTBS is the national sustainable tourism certification scheme for the UK and is now the only certification scheme validated by Visit Britain, through the International Centre for Responsible Tourism (ICRT).



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In order to demonstrate continual improvement in environmental and social sustainability the hotel has identified the following key performance areas for continual improvement in line with the EarthCheck Company Standard, these being; green house gas emissions, energy efficiency, conservation and management, management of freshwater resources, management of social and cultural issues, land use planning and management, air quality protection and noise control, waste water management, solid waste management and storage of environmental harmful substances. In addition to initiatives in these areas, the hotel is also a member of the Considerate Hoteliers Association and our chosen environmental charity is the local Westminster Tree Trust, a charity who plant trees in our local neighbourhood streets, with further involvement in various other community events and charities.

The Langham, London is committed to comply with all existing legislation and is striving to raise the bar of corporate social and environmental responsibility globally by implementing international best practice and innovative solutions to reduce environmental and social risks. One of our legal commitments was to register with the UK Carbon Reduction Certification Scheme. To strengthen our approach to sustainability we have identified the following aims and objectives:

- Percentage reduction of 10% in energy consumption per guest night by December 2012
- Reduction of Greenhouse Gas Emissions per guest night to EarthCheck baseline performance level as minimum by July 2012
- Reviewing and implementation of an energy efficiency strategic plan by March 2012
- Increase of solid waste diverted on site from landfill to 70% by December 2012
- Percentage annual reduction of 15% in water consumption per guest room in the Main building Front L by December 2012, as result of replacement of toilet cisterns and installation of flow restrictors.
- Percentage first time participation in a company community event by 35% of employees by December 2012
- Implementation of a multi-media marketing program to promote the hotel's sustainability and environmental credentials by July 2012

We have appointed the Safety Risk and Security Manager to coordinate the environmental program and head up the green team committee. He has the responsibility and skills to act as EarthCheck coordinator and for ensuring ongoing environmental performance, identification of environmental risks, recording and monitoring of impacts and implementing environmental and social sustainability measures to demonstrate continual improvement. In meeting our commitments as an environmentally conscious hotel we give special consideration to employing and empowering local employees and wherever possible environmentally sustainable, products and services will be sourced locally. We encourage all our colleagues to communicate our commitment to sustainability and our commitments under the EarthCheck certification programme to our guests, suppliers, contractors, and other members of the public.

Katie Benson

Regional Vice President - Europe & North America
Managing Director - The Langham, London

Date

NOTE: This policy is a public document to be on display, a copy may be given to anyone. The organisation invites colleagues, landowners, guests and the community to suggest ways to further achieve best practice environmental and social sustainability. This policy will be reviewed by the 30th September 2011 and each subsequent year.



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