

Paten Hotels Corporate Social Responsibility Policy

Paten Hotels is fully aware of the Economic, Social and Environmental impact of our business. We own and operate the following hotels:

Bedford Swan Hotel, Bedford

Langstone Hotel, Portsmouth

Best Western Marks Tey Hotel, Colchester

Best Western Grosvenor Hotel, Stratford upon Avon



We believe we can make a difference and as such are committed to:

- Being a business which encourages creative thinking as a route to mini pacts.
- Co-operate and maintain good relations with all regulatory authorities and bodies
- Raising awareness of all pertinent CSR issues within our business
- Providing practical solutions
- Promoting and implementing best practise

Disabled Facilities

Paten Hotels understand that every customer has different needs and we aim to make hotel facilities accessible & available to all our guests and comply with the Disability Discrimination Act

In particular we provide:

- Designated car parking, accessible entrance, WC, accessible and adapted bedrooms, induction loops and we welcome guide dogs.

Community & Charitable Support

Paten Hotels are very supportive of local community projects in each hotels location and provide charitable support in the form of donations and prizes for fund raising activities. Each request is given due consideration.

Some hotels provide discounted rates for organisations such as Rotary and Lions clubs.

The Lifestyle Health & Leisure clubs participate in GP referral schemes and make swimming pool facilities available for children swimming lessons.



Respecting our local communities

We respect our local communities and will endeavour to do the following:

- Reduce as far as commercially practicable the level of harmful or nuisance emissions
- Collect used cooking oil and recycle it through a licensed contractor
- Conduct our business in a responsible manner with due regards to the hotels immediate environment
- Maintain our buildings exteriors and grounds to create a positive visual effect
- Where commercially practicable use local suppliers for fruit, vegetables, fish, meat and diary produce

Environment

It is our declared policy to carry out all reasonably practical measures to minimise the impact of our business on the environment.

The aims will be wherever possible:

- Reduce the amount of waste produced
- Maximise the amount of recycling
- Reduce the consumption of raw materials, fuel and water
- Minimise the use of pollutants to the environment
- Minimise the level of noise pollution from our business
- Fully comply with all Environmental legislation
- Consider Environmental best practise in new planning projects and refurbishment

Daily Actions

On a day to day basis the Hotels & Leisure clubs take actions in the ongoing contribution to helping the environment including:

- Recycling of glass, cardboard, paper, waste cooking oil, printer cartridges

- Re-use towels on guest request
- Provide newspapers on request to avoid wastage and recycle any spares
- Bulk purchase of chemicals wherever possible to reduce packaging
- Recycle bars of soap
- Air conditioning levels set to optimum temperatures
- Bedroom TVs switched off (not Standby)
- All light bulbs replaced to minimum acceptable wattage
- Install power saving key card systems in refurbished bedrooms
- Limit staff car parking to encourage use of alternative transportation
- Use technology to reduce the need for travel by hotel group employees
- Provide environmental awareness and training as part of the staff induction program

People Development, Ethics and Legal

Paten Hotels is committed to ethical and responsible business practices and supports initiatives that build relationships with the communities in which we operate and our global society.

Paten Hotels is an equal opportunities employer and support staff training & development programs leading to nationally recognised qualifications.

Paten Hotels are committed to fully comply with the law and legal legislation & regulations and to take a proactive approach to future legal requirements or obligations.

