



# CHEWTON GLEN

NEW FOREST

## Sustainability

REPORT 2024

# Introduction

Chewton Glen has thrived for centuries by embracing innovation while preserving its rich heritage. We've become synonymous with exceptional experiences in a timeless setting. However, true hospitality extends beyond the walls of our historic estate. It requires a deep respect for the environment we inhabit. That's why we remain dedicated to refining our sustainability practices while upholding the unparalleled character that defines Chewton Glen.

Responsibility for people and the planet is fundamental to Chewton Glen. Over the past year, we've actively measured our sustainability impact and implemented actionable changes. We've reviewed our employee handbook to equip staff with sustainable practices, prioritised eco-conscious suppliers through our procurement portals, and empowered guests to reduce laundry waste through an opt-out linen scheme. Single-use plastics in guest rooms have also been significantly reduced in favour of eco-friendly alternatives. We further invested in employee education by hosting an internal conference with sustainability experts FuturePlus, who explored integrating sustainability into our core decision-making processes. Through these efforts, Chewton Glen strives to balance exceptional experiences with a positive environmental and social impact.

This report details our ongoing efforts to minimise our environmental footprint, strengthen our social responsibility, and ensure our operations are conducted ethically. We're committed to continuous improvement and believe that exceptional experiences can coexist beautifully with a sustainable future.



# How Chewton Glen tracks ESG impact

As consumers and investors place a growing emphasis on sustainability reporting, regulations in this domain continue to evolve. We are also aware of how vital it is for businesses of all sizes and sectors to play their part in creating a more sustainable world for all of us.

Chewton Glen aims to stay ahead of the curve by implementing comprehensive sustainability reporting practices across our operations, integrating fundamental sustainability considerations into our decision-making and strategy, and demonstrating that sustainability and profitability go hand-in-hand.

Over the past 16 months, we have partnered with The Sustainability Group to use the FuturePlus ESG measurement and management framework to assess our impact and contributions in a variety of environmental, social and governance fields. FuturePlus assesses individual companies across five core themes: Climate, Environment, Economic, Diversity and Inclusion, and Impact. The platform provides both a benchmark sustainability score (the 'Actual' score) representative of current impact, and a quantifiable measure of where a company intends to be over the next three years across the five themes (the 'Ambition' score). Overall scores are out of a total of 500, with 100 points available for each of the five themes.

In our inaugural year with FuturePlus, we prioritised understanding and measuring our current sustainability performance. As we enter 2024, we are enthusiastic about leveraging this data to establish robust sustainability ambitions. These ambitions will serve as a guiding roadmap, enabling us to focus and prioritise our efforts effectively. Moreover, they will drive our 'Ambition' score within the FuturePlus framework, signifying our commitment to continuous improvement.

To support these ambitious goals, we have appointed a dedicated sustainability champion. We are also looking to establish cross-departmental green teams who will collaborate with our sustainability champion to spearhead our sustainability initiatives, ensuring alignment with our overarching objectives and values.



# Chewton Glen's FuturePlus scores as of the 1<sup>st</sup> January 2024

## Chewton Glen Score



Sustainability Score  
powered by  
FUTUREPLUS

Our FuturePlus Roadmap provides a comprehensive task list that guides us through our sustainability goals and targets, with progress tracked and reported in real-time to ensure transparency, consistency, and improvement. FuturePlus also measures alignment with and positive contributions to the United Nations Sustainable Development Goals.



We understand that sustainability is a journey, and that we still have more to do. Our Ambition score across the five themes of Climate, Environment, Social, Economic, and Diversity and Inclusion is a measure of where Chewton Glen intends to be over the next three years.



## Our Commitments on Climate

At Chewton Glen, preserving our historic estate goes hand-in-hand with protecting the environment for future generations. Climate change is a critical issue that we actively consider when reviewing and formulating our business strategies.

Our commitment to sustainability also extends beyond our own operations. Recognising the interconnectedness of environmental responsibility, we strive to work with suppliers who share our values. We are actively reviewing the strategies and policies of our vendors whilst encouraging them to adopt climate friendly practices. This ensures that throughout our supply chain, we are promoting responsible sourcing and minimising our overall carbon footprint.

Local sourcing is another cornerstone of our climate action plan. We strive to source fresh, high-quality produce from local suppliers whenever possible. This not only reduces transportation emissions, but also supports our local community and ensures the freshest ingredients for our exceptional dining experiences.

We acknowledge, however, that there's always room for improvement. With a focus on significantly reducing our emissions by 2030, we're actively exploring various avenues for improvement. This includes a comprehensive energy audit to identify areas for optimisation, the implementation of advanced monitoring systems to gain real-time insights, and the investigation of renewable energy options. By actively exploring these possibilities, we aim to develop a robust plan that minimises our reliance on fossil fuels and fosters a cleaner energy future for our property.

At Chewton Glen, we believe that sustainable practices can coexist with exceptional service and a luxurious guest experience. By prioritising the climate alongside our dedication to hospitality, we strive to ensure Chewton Glen remains a beacon of excellence for generations to come.

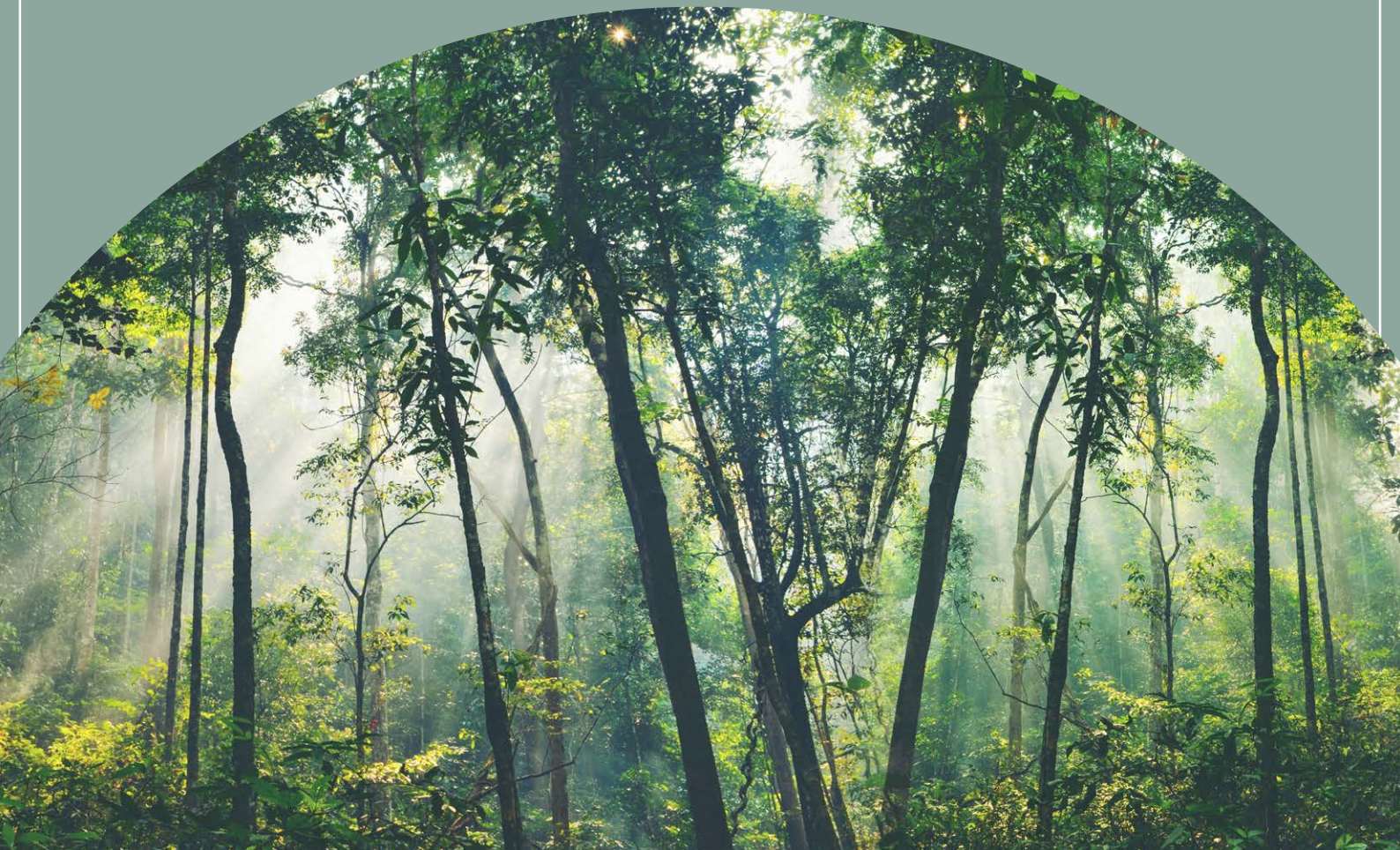


## Our Contributions to SDG 13 - Climate Action

As part of our commitment to UN Sustainable Development Goal 13: Climate Action, we've taken steps to reduce our carbon footprint and encourage the use of sustainable transportation.

One key initiative is the installation of electric vehicle (EV) charging points on-site. These charging stations are conveniently located for guests and employees alike, offering them a clean and sustainable way to power their vehicles during their visit or workday.

Going beyond convenience, these EV points serve as a visible symbol of our dedication to environmental responsibility. We aim to encourage a shift towards electric vehicles not just within our operations, but also among our guests and staff. By providing charging infrastructure, we hope to remove a barrier to electric car ownership and promote cleaner transportation choices throughout the community.



# Diversity & Inclusion

At Chewton Glen, we know that addressing issues of diversity and inclusion, both within our direct operations and throughout our value chain, helps to ensure that our employees and stakeholders are treated equitably and with dignity and respect. Embedding diversity and inclusion into our organisation's culture will not only ensure that we get the best from our workforce, but will also help to boost our bottom line by attracting and retaining talent, and bringing a wide range of views to the table.

One of the hallmarks of our commitment to Diversity and Inclusion is gender parity within our most senior leadership teams. This reflects our dedication to breaking down barriers and ensuring equal opportunities for advancement across all genders. Furthermore, we have established robust policies, training and procedures that promote diversity and inclusion throughout the organisation. These policies encompass areas like recruitment, training, and workplace culture, ensuring fairness and respect for all employees.

Recognising the importance of mental well-being, Chewton Glen offers dedicated mental health and well-being services to our staff. This includes having a designated mental health first aider on-site, who can provide initial support and resources to employees facing mental health challenges. Additionally, a senior member of our governance group has a specific remit dedicated to diversity and inclusion initiatives. This leadership commitment ensures that these priorities remain at the forefront of our decision-making and ongoing efforts.

We understand that diversity and inclusion are journeys, not destinations. We are constantly seeking new ways to improve and remain committed to fostering a truly inclusive environment where everyone can thrive, not just within our workforce, but also within the communities we reach. This commitment is reflected in our ongoing support of Hospitality Action.



Hospitality Action is a UK charity that offers support services to individuals working in the hospitality industry who are facing financial hardship, illness, or mental health challenges. They provide grants, counseling, and advisory services to help those in need cope with various personal and professional difficulties. Additionally, Hospitality Action runs initiatives to promote well-being and advocate for better working conditions within the hospitality industry.

Chewton Glen continued its support of this charity throughout 2023, with staff participating in fundraising, sports activities and charity cycles. In total staff raised an amazing £X.XX for the charity.



Our current ambitions in this area include:

- Carrying out a diversity audit.
- To have clear and effective policies to prevent and penalise discrimination, harassment, and bullying in our supply chain.
- To ensure our organisation's dress code is inclusive, equitable, and reflective of employee needs.
- Externally promoting our values and how they apply to diversity and inclusion on our website.

## *Our Contributions to SDG 4 - Quality Education*

Recognising the transformative power of education (SDG 4), Chewton Glen actively contributes to fostering a skilled and knowledgeable hospitality workforce. We bridge the gap between education and industry needs by partnering with local schools and colleges. Our initiatives offer students valuable skills and experiences to enhance their career prospects.





A photograph of a garden with wooden outdoor furniture, a rose tree, and lavender plants. The scene is bright and sunny, with a wooden table and chairs in the foreground. A large rose tree with pink flowers is the central focus, and lavender plants are in the foreground. The background shows a white building and more greenery.

## Our Contributions to SDG 3 - Good Health and Wellbeing

At Chewton Glen, we believe that good health and well-being (SDG 3) extend beyond the physical. We are committed to supporting initiatives that promote emotional and social well-being within our community. This is reflected in our longstanding contributions to Wessex Cancer Hampshire.

Wessex Cancer Trust believes that there should be help and support available to everyone living with cancer, when and where they need it, and we are delighted to support their mission.

# Economic Impact

At Chewton Glen, we believe our economic impact extends beyond simply generating revenue. We are committed to fostering a responsible and sustainable business model that benefits all stakeholders. This starts with our people. We ensure fair working hours and rest periods for all employees, promoting a healthy work-life balance. We also offer financial education programmes, empowering them to make informed financial decisions, and have established, accessible, and regularly reviewed employee grievance mechanisms to ensure any concerns are addressed promptly and fairly.

Transparency is another cornerstone of our economic impact. We publish transparent annual reports that detail our financial performance, sustainability efforts, and social impact initiatives. This commitment allows stakeholders to hold us accountable and understand our contributions to the community. Additionally, we have a robust anti-corruption reporting system in place, allowing employees and stakeholders to report any suspected unethical behaviour with confidence and anonymity.

Our stakeholder engagement extends beyond internal processes. Our advisory board includes representatives from various stakeholder groups, ensuring diverse perspectives are considered in our decision-making. Finally, we support the well-being of the wider community by offering discounted rates for charities, allowing them to host events or utilise our facilities for fundraising activities, ultimately contributing to the well-being of the community we serve. By prioritising fair treatment of employees, open communication with stakeholders, and community engagement, Chewton Glen strives to be a responsible employer, a transparent business, and a positive force within the local economy.



# LEO Groups

Beyond traditional top-down structures, Chewton Glen prioritises strong governance through employee engagement. Our innovative “Leaders of an Engaged Organisation” (LEO) group serves as a unique advisory board, directly contributing to our economic and sustainability efforts. Open to all employees, regardless of position, the LEO group fosters a diversity of voices and perspectives. Employees can apply to join, demonstrating their passion for Chewton Glen and their desire to contribute to its strategic direction.

This employee-led board plays a vital role in shaping our sustainability practices. LEO group members actively consult with leadership on various sustainability initiatives. Their on-the-ground experiences and diverse viewpoints inform strategies for energy reduction, responsible sourcing policies, and employee eco-awareness programs. This collaborative approach not only leads to well-rounded decision-making, but also strengthens our commitment to environmental responsibility.

Our ambitions in terms of economic impact include:

- Publishing our first Modern Slavery Statement and Gender Pay Gap Report.
- Provide favourable payment terms to SMEs and/or small companies that operate in low income regions.
- Putting in place a due diligence process for identifying ethical or financial risks when selecting new partners, investors or suppliers.



# Sustainable Leadership Training

Equipping our leadership team with the knowledge and tools to drive sustainability is incredibly important if we are to drive real, tangible change. We partnered with FuturePlus to deliver a comprehensive sustainability training programme for all leadership staff. The session, divided into two parts, focused on building a strong business case for sustainability and empowering creative problem-solving.

In the first half, FuturePlus Co-Founders Alex Smith and Mike Penrose explored the financial and reputational benefits of integrating sustainability practices into hotel operations. Real-world examples from other successful hospitality businesses provided inspiration for our own leadership team. The latter half of the session fostered collaboration, with departments working together to develop innovative solutions for tackling sustainability challenges within their specific areas. The training culminated in each leader creating a personal sustainability pledge to bring back to their respective teams, fostering a culture of environmental responsibility throughout Chewton Glen.

By empowering our leadership with the knowledge and tools to champion sustainability, we aim to also contribute to the sustainability of the hospitality industry as whole.











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