

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE HILTON LONDON BANKSIDE

Bankside

  
**Hilton**  
LONDON BANKSIDE



#hiltonbankside  
@hiltonbankside



Hilton



# TRAVEL WITH PURPOSE



Travel with Purpose is Hilton's corporate responsibility strategy to redefine and advance sustainable travel and tourism globally. Every day we work to make the world a better place, driving positive social and environmental change across our operations, our supply chain and our communities. Being responsible social and environmental stewards is engrained in our culture; it's who we are and who we always want to be.

## OUR PILLARS

We Travel with Purpose by focusing on two pillars: social and environmental impact.

### SOCIAL IMPACT

We invest in our communities to ensure sustainable and inclusive growth for all by committing to:

- **Inclusive Growth** (e.g., youth, women, veterans, persons with disabilities)
- **Human Rights**
- **Local Investment**
- **Disaster Relief**

Annual Celebration:  
**Global Week of Service**

### ENVIRONMENTAL IMPACT

We preserve our planet for future generations by reducing our environmental footprint through:

- **Energy & Carbon Management**
- **Water Stewardship**
- **Waste Reduction**
- **Responsible Sourcing**

Annual Celebration:  
**Earth Week**



We use LightStay, our proprietary environmental and social measurement system, to manage and report our environmental and social impact across our global portfolio of nearly 5,300 hotels.

## 2030 TARGETS

By 2030, we are committed to doubling our investment in social impact and cutting our environmental footprint in half through responsible hospitality across our value chain.

### OUR OPERATIONS

Pursue best-in-class operational excellence and engage our Guests and Team Members to maximize our positive impact

### OUR COMMUNITIES

Bring Hilton's innovation and influence to drive positive change in our communities

### OUR SUPPLY CHAIN

Partner with our suppliers to address social and environmental risks in our top commodities and incorporate social and environmental criteria into our procurement decision processes

## TRAVEL WITH PURPOSE & HILTON LONDON BANKSIDE

At Hilton London Bankside, the team use the Travel with Purpose strategy and pillars to define and guide our social and environmental planning and direct how this planning is actioned in a successful and impactful way





Through the use of LightSTAY, every property in Hilton's portfolio is certified to **ISO 9001 (Quality Management)**, **ISO 14001 (Environmental Management)** and **ISO 50001 (Energy Management)**. This accreditation is awarded by GSTC (Global Sustainable Tourism Council) and includes **EarthCheck Company Standard** (Largest environmental benchmarking certification and management solution used by the hospitality industry. The standard guide a company's sustainable initiative and validates their carbon claims) and **Earth Check Evaluate Standard** (Using internationally recognised criteria to evaluate an operator's economic, social and environmental impact)

Hilton Bankside use LightSTAY to set targets and track progress. The tool helps the hotel identify areas where the team are able to do more and where they are able to have the most impact, both socially and environmentally.



THIS HOTEL HAS REDUCED CARBON EMISSIONS EQUIVALENT TO

 82

CARS OFF THE ROAD

THIS HOTEL HAS COMPLETED

 2,099

COMMUNITY VOLUNTEER HOURS

THIS HOTEL HAS REDUCED ENERGY EQUIVALENT TO

 130

HOUSES POWERED

THIS HOTEL HAS REDUCED WASTE EQUIVALENT TO

 127

HOUSEHOLDS' WASTE

HILTON LIGHTSTAY



## MEET WITH PURPOSE AT HILTON LONDON BANKSIDE

Our LightStay Meeting Impact Calculator report generates a customised estimate of a client's event environmental impact, using the hotel's consumption data to project the total carbon emissions, energy use, water, and waste for the event. The customised forecast is created pre-event and provides clients with suggestions to reduce your event's projected carbon footprint. The post-event report provides an itemised measurement of the event's overall impact.

In addition to this the events team is taking strides to ensure our meeting spaces offer the least environmental impact as possible.

### EXAMPLE REPORT

#### EXAMPLE CONFERENCE

MEETING IMPACT ESTIMATE




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##### EVENT DETAILS

A 2-day meeting occurring in July 2020

**100** participants

Room block for **100** room nights

**600** breakfasts, lunches & dinners

##### ENVIRONMENTAL IMPACT

The estimated impact of your meeting/event is:

ENERGY USE	WATER USE	WASTE PRODUCED
20,888 KBTU	9,342 GALLONS	173 POUNDS

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#### CARBON EMISSIONS FOR MEETING/EVENT

Carbon dioxide (CO<sub>2</sub>) is a greenhouse gas that contributes to climate change.

This event's CO<sub>2</sub> emissions are estimated as follows:

**3.64** MT OF CO<sub>2</sub>e

TOTAL MEETING/EVENT CARBON FOOTPRINT

3,283 lbs



3,224 lbs

1,302 lbs

Waste Rooms Lodging

#### TRAVEL WITH PURPOSE

MEASURED BY **LightSTAY**

EXAMPLE HILTON HOTEL

Hilton is committed to cutting our environmental footprint in half and doubling our investment in social impact by 2030. During your next event, leave a positive impression on your guests – and on the planet. Learn more at [cr.hilton.com](http://cr.hilton.com)

#### HILTON PORTFOLIO PERFORMANCE NUMBERS TO DATE:

<b>1.4M+</b> volunteer hours logged since 2017	<b>32%</b> reduction in carbon emissions since 2008	<b>1.3M+</b> young people impacted to date	<b>100%</b> hotels certified to environmental and energy standards	<b>35%</b> reduction in landfill waste since 2008
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#### OUR HOTEL IS THE PROUD RECIPIENT OF:

<b>ISO 9001</b> - Quality Management certification	<b>ISO 14001</b> - Environmental Management certification	<b>ISO 50001</b> - Energy Management certification	<b>ISO 26000</b> - Social Responsibility certification	<b>USGBC LEED Gold Certification</b>	<b>EnergyStar Certification</b>
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#### OUR ENVIRONMENTAL EFFORTS

**ENERGY EFFICIENCY**  
We are committed to reducing our energy consumption and carbon emissions through such measures as:

- Building automation system upgrades
- Energy efficient lighting upgrades
- HVAC install variable frequency drives (VFD) on pumps and fans

**WATER CONSERVATION**  
Hilton is focused on conserving one of our planet's most precious and finite resources – water. Among other efficiency measures, we have:

- Water Efficient Showers in guest rooms
- Water Efficient Lowvoltage Faucets and Toilets

**WASTE REDUCTION**  
We recognize the negative impact waste has on our communities, which is why we have implemented waste-reduction protocols such as:

- Recycling of waste including aluminum/metal cans, cardboard and food/organic waste
- Community donations program for Electronics (business-office equipment), Hard goods (furniture)
- Cooking of recycling

#### OUR COMMUNITY ENGAGEMENT

- 56 Community engagement projects totaling 25,501 Team Member volunteer hours and \$629,620 in local impact
- 426 Donations totaling an estimated \$616,636 value

We support and invest in our community by contributing to the local economy, developing a talented workforce and fostering local relationships that help ensure success. A few examples of our community engagement:

- Our hotel partners with a local community organization
- Our Team Members are trained on the issue of human trafficking
- Glade Toy Drive volunteer project

#### YOUR ESTIMATED FOOTPRINT

Prior to your meeting with us, we can help you estimate your event's environmental impact using Hilton's proprietary LightStay Meeting Impact Calculator.

Once your event has concluded, we can update the calculator to account for your event's final details. Speak to your Hilton Sales Representative to learn more.

#### WAYS TO MAKE A DIFFERENCE

Join us in our efforts to Travel with Purpose. Consider following these examples during your meeting or event:

- Eliminate the use of single-use plastics at your event by switching to reusable options, such as water refill stations, glass/china, travel mugs/bottles, etc.
- Work with the hotel to reduce food waste through selecting zero-waste crates and reusable food presentation, diverting unavoidable food waste from landfill, and/or donating excess, edible food where allowed by law
- Encourage attendees to use the Hilton Hiltons app for digital check-in, keys and check-out to reduce the use of printing paper and plastic
- Finally, give us your suggestions about improving the sustainability of your event!



## SUSTAINABLE BICYCLES

- Using recyclable material technologies Coh & Co designed these beautiful, lightweight urban bicycles in a mission for a healthier lifestyle and greener planet.
- Made out of volcanic rock interlaced with carbon fibres in a recyclable resin matrix, making it the world's first fully recyclable carbon composite bicycle
- These bikes are available for guests to hire for free during their stay.





## BANKSIDE UMBRELLAS

- In a bid to reduce plastic waste Hilton Bankside have introduced an eco-friendly umbrella for guest use
- Guests can rent a Bankside Umbrella from the lobby
- The umbrellas are made from recycled polyethylene terephthalate
- For every rental a tree is planted



## SUPPORTING OUR LOCAL COMMUNITY

- The Hilton Bankside team regularly volunteer time to work with Better Bankside (local BID), to support the local community through park 'clear ups', litter picks along the shores of the Thames and community planting
- Hilton Bankside is a long-time champion of Hospitality Action, a charity that offers support to those in the Hospitality industry. In June 2023 the team will be hosting another annual fund-raising event.
- The hotel works with Springboard who support those looking to choose a career in hospitality. The hotel team regularly take part in open days, mentoring and fundraising events
- Hilton Bankside partners with local schools, volunteering time to join career days and inviting students to the hotel for taster day experiences
- The team works with Southwark College to provide work experience placements for neurodiverse students, as well as attend opening evenings to provide career advice and guidance.
- Work with local homeless charity Manna Society to provide donations for their members.
- Hilton Bankside recently hosted a special International Women's Day event with The Bridge, a charity which looks after vulnerable women in the Southwark area
- Members of our team recently supported a Blackfriars Settlement Fundraising evening. Blackfriars Settlement is a charity that work with the local people of Southwark, to create opportunities to make life better and to build an inclusive community



## THE VEGAN SUITE

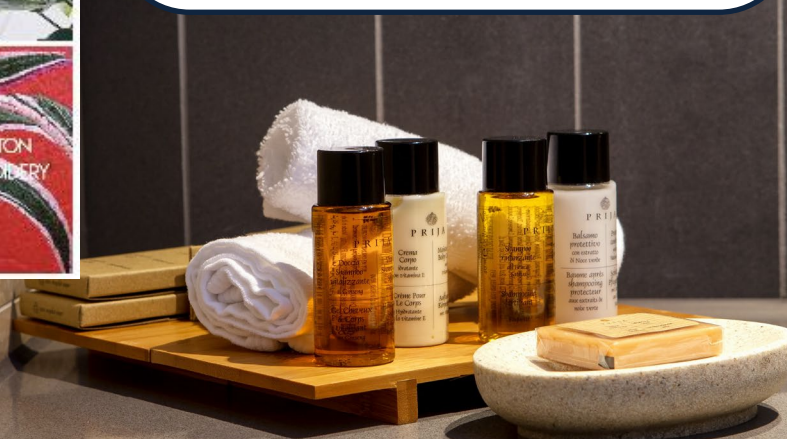
- The Vegan experience begins at reception: From designated check-in area that uses only plant-based materials, to the Pinatex (pineapple leather) key card holder



### VEGAN ELEMENTS INCLUDE:



- In the room every element has been considered and is all plant-based and sustainable
- From the pillow menu offering a variety of plant-based options to the Pinatex headboard with botanical embroidery
- There is also a sustainably sourced vegan mini bar as well as high-end vegan toiletries





## REDUCING FOOD WASTE

- **Wasted Fox** - The Hilton Bankside kitchen and bar team partnered together to further reduce waste in an innovative way. Waste pineapple skins were used to create a pineapple syrup which were combined with sugar, lime, mint and ginger to create a refreshing cocktail
- **Zero Waste – Banana Cake.** Banana cake is made from surplus bananas from suppliers, as well as the hotel breakfast. The cake is served to guests or donated to local charities/

## REDUCING WASTE

- The team are consistently striving to reduce waste as well as the above two initiatives the team have also implemented –
- Recycling bins in guest rooms – to reduce paper waste
- Oil recycling service reducing the waste of cooking oil
- Sustainable laundry bag and slippers in all rooms.

## SAVING ENERGY

- The team continue to strive to save energy, thought team initiatives to switch off machines not in use.
- In addition, light sensors were recently installed in hotel sales office using 'cardboard lighting' which reduces the amount of energy used

## COFFEE RECYCLING

- All of the hotel's used Coffee Beans are recycled by Bio-Bean to create coffee logs – reducing waste
- Coffee logs are a compact fire log made from recycled waste coffee grounds. The logs are a low emission alternatives to wood

## CLEAN THE WORLD

- Hilton Bankside work with Clean the World Foundation to recycle soap and or unused plastic amenities
- Clean the World collects and recycles discarded soap and plastic amenity. They then distribute these to impoverished people, which helps prevent millions of hygiene-related illnesses and deaths every year

## LOCAL & ECO CERTIFIED SUPPLIERS

- **Coffee**– Volcano Coffee is roasted in Brixton
- **Beer** - We work with local breweries
  - Two Tribes (Camden)
  - Brixton Brewery (Brixton)
- **Toast Lager** - Toast Ale partners with established breweries to produce their beers using surplus bread that would otherwise go to waste.





## Mayor's Business Climate Challenge

- From 2023/24 Hilton Bankside will be participated in The Mayor's Business Climate Challenge.
- The Mayor's Business Climate Challenge (BCC) is an energy efficiency programme which supports businesses to reduce their energy consumption, to accelerate building decarbonisation efforts in London.
- By taking part in the BCC, the hotel received technical support from [TurnDown](#) and [WSP](#) to identify opportunities to be more energy efficient and reduce energy costs.
- Through this technical support all participants commit to reducing energy consumption by 10 per cent in one year
- The Hilton Bankside team reduces workplace energy consumption, by an amazing 11.4% (but we won't stop there)





**WE ARE A GLOBAL SUSTAINABLE TOURISM COUNCIL  
CERTIFIED HOTEL**



**GSTC CERTIFIED**

## **GSTC CERTIFIED**

The GSTC (Global Sustainable Tourism Council) Certification is a globally recognised standard for sustainable travel and tourism. Achieving this certification means that a hotel meets rigorous criteria focused on sustainability and responsible business practices. These criteria cover areas like environmental impact, cultural heritage preservation, social and economic benefits to local communities, and overall operational management. For a hotel, GSTC Certification demonstrates a strong commitment to sustainable development. It assures guests, partners, and stakeholders that the hotel not only meets international standards but also contributes positively to the local environment and community. This certification can enhance a hotel's reputation, appeal to eco-conscious travellers, and align with broader corporate sustainability goals.

