



Interchange & Consort Hotels

Corporate Social Responsibility (CSR) policy Introduction

Interchange & Consort Hotels recognises its corporate social responsibility commitments in its various roles as a hotel membership organisation, a purchasing consortium, a hospitality business services organisation and also more generally as an employer and as a consumer of goods and services provided by other organisations.

Definition of CSR

The initiative of the company is to contribute to the enhancement of businesses in the SME Hospitality sector through the provision of products and services that address customers' needs and aspirations. This, together with the securing of appropriate profits, payment of taxes and the maintaining of employment, constitutes the foundation of a company and its fundamental corporate social responsibility.

This policy outlines where we have extended our boundaries and goals

Our CSR Commitment – Summary

At Interchange & Consort Hotels we recognise that management of broader corporate responsibilities is a vital part in the life of a successful business. In respect of the environment, this means that we should take full account of the impacts we have in the management of our operations and in the execution of our business. It also means that we should be alive to the challenges posed to ourselves and to society by the environment. A wider view of Corporate Social Responsibility demands that we look further to the relationships we have within the communities and environment in which we operate as Interchange & Consort Hotels; it also requires us in our unique position as a membership organisation to encourage, support and develop the initiatives of our members.

Our CSR Commitments:

Environment

We are committed to a programme of management, continuous improvement and reporting of our direct and indirect impacts, which marks our contribution to improving the world in which we live. We recognise that our business activities have direct and indirect impacts on the community in which we operate. We endeavour to manage these in a responsible manner, believing that sound and demonstrable performance in relation to corporate social responsibility policies and practices is a fundamental part of business success.

Community

We strive to be good corporate citizens, recognising our responsibility to work in partnership with the communities in which we operate. We see our responsibility

extending to try to further facilitate the support of the extended communities of our members through the work of our Charitable Trust.

Workforce

We are guided by our aim to be an employer of choice and we encourage our workforce to engage in and support us in the aims identified in our CSR policy. We encourage this through communication and participation in interest groups including our 'Green Team', employee volunteers and our employee 'People Forum'.

Health and Safety

We are committed to providing a working environment which is both safe and fit for the intended purpose and one that ensures that health and safety issues are a priority for all business operations.

Suppliers

We regard suppliers as our partners and work with them to help us achieve our policy aspirations in the delivery of our products and services.

Customers

We will provide our members and customers with a service hallmarked by integrity, quality and care.

Standards of Business Conduct

We are committed to ensuring that our business is conducted in all respects according to rigorous ethical, professional and legal standards.

Continuous Improvement

We are committed to continuous improvement in our corporate social responsibility programme and encourage our business partners to strive for matching performance.