



QMH CORPORATE RESPONSIBILITY POLICY

Policy Statement

QMH UK Limited (“QMH”) as a hotel owner, operator and franchisee, acknowledges and recognises its’ responsibility with regard to the potential impact of its business operations on the physical environment and on the communities in which it operates. QMH is committed to using its reasonable endeavours, whilst continuing to run a successful business, to work with, and positively influence, the contribution made and the efforts undertaken by its team members to minimise any negative effects and enhance those that are positive.

The key areas of our policy are:-

- Environmental Impact
- Contributing to the community
- Purchasing with integrity
- Treating all our stakeholders fairly
- Providing a safe environment for all our team members and guests

Policy Implementation

Examples of how the policy is being implemented within the QMH estate are provided in the following:-

1. Environmental Impact

- Levels of energy consumption and practical ideas to reduce wastage within QMH are constantly under review, with new initiatives being identified and implemented wherever possible.
- QMH has a clear and practical environmental policy statement (see above).
- Annual maintenance contracts are in place for regular servicing of all major plant and equipment in the boiler rooms, kitchen, leisure and housekeeping areas to ensure energy efficiency.

- A number of waste management initiatives are currently being employed, including recycling of paper, card, glass and printer cartridges. Where possible, qualified waste removal contractors have been appointed.
- The majority of QMH Hotels have a combined Heat & Power (CHP) Production Unit that is recognised by the Government as an energy efficient device.
- We operate an ongoing energy saving culture in which team members are actively encouraged to participate and take ownership.
- Low energy lighting is being fitted throughout the hotel estate with a target completion date of 31st December 2008.
- Our Central Corporate Office recycles waste paper and where possible purchases recycled paper.
- During the course of any cyclical product upgrading we endeavour to include energy and water saving devices.
- A number of our Hotels operate an in-room energy saving system controlled by the guest's key.
- All our guests are requested to minimise the waste in the usage of towels, laundry and energy.
- All company emails have a notification on them for receivers to "think before they print."
- The majority of company information is shared with team members via the Companies' Intranet rather than paper based.
- Where practical, we offer the facility to send all collateral invoices and other materials to our customers electronically.
- PIR motion sensors have been installed in public facilities at a number of our hotels reducing water and energy consumption.

2. Contributing to the community

Our hotels build positive relationships within their local and wider communities.

- Our nominated charity (currently Whizz Kidz) is supported through fund-raising activities and the Hotels support local charity fund raising.
- We continue to forge strong relationships with local Job Centres, Schools and Colleges to offer work placement opportunities to encourage young people to join the hotel and the catering industry.

- QMH operates an Equal Opportunities Policy, and a comprehensive Disability Policy as well as having a Disability Operations Committee that meets on a quarterly basis.

3. Sourcing with integrity

We seek to establish long-term partnership relationships with suppliers who can demonstrate a suitable environmental integrity. Our current initiatives include:

- Vetting and monitoring our suppliers in terms of the origin of their raw materials and prepared products.
- Utilising meat and fish suppliers that specialise in regional products from the UK, examples being Scottish and West Country beef, Scottish salmon and organic Lincolnshire pork, Cornish lamb and Welsh venison.
- Partnering with a fresh fruit and vegetable supplier specialising in regional products from the UK.
- Procuring fresh dairy and milk products from a supplier specialising in local and seasonal produce.
- All our hygiene paper products come from re-cycled fibres or from manufacturers who use sustainable crops for pulp.
- We use a chemical supplier whose chemicals and products are designed to help increase safety, lower the use of water and energy, and reduce the chemicals and waste released into the environment.

4. Treating our people fairly

We promote empowerment, equality and well-being within our workforce

- We have an Employee Consultative Committee.
- We are committed to training and developing our people.
- We promote and encourage NVQ qualifications for our Team Members via a partnership with an educational provider.
- We actively advertise vacancies and promote where possible from within the organisation in the first instance.
- Outstanding performance is recognised through merit and bonus awards as well as monetary vouchers.
- We have an inclusive and consultative culture.
- Clear, consistent and fair contracts of employment are issued to all employees.

- We encourage all team members to provide constructive suggestions directly to our Managing Director through a simple comment card system.
- We offer a range of additional employee benefits such as pension schemes, beneficial staff accommodation rates, free gymnasium use, uniforms, and free meals on duty.

5. Providing a safe working environment

- We are subject to and comply with the Franchisor Brand Standards Audit on a regular basis to ensure appropriate Health and Safety procedures are in place.
- A comprehensive Health and Safety Management Policy is in place that is regularly updated to reduce risk and protect guests and staff in accordance with legislation and represents best practise; this forms an essential part of the safe environment for guests and staff.
- We employ an external Health and Safety Consulting company to inspect and report on compliance within the Hotels on a regular basis.
- Health and Safety refresher training is carried out annually with participants being assessed online.
- A Health & Safety committee drawn from all areas of the business meets quarterly to ensure that we manage our policies effectively and remain compliant with legislation.
- All sites have qualified first aiders enabling us to provide 24/7 coverage.
- Team members undergo regular training in fire evacuation with appointed fire wardens.
- Fire evacuation procedures are displayed in all rooms and corridors and organisers are briefed upon arrival.
- We have a clear accident reporting policy.
- Risk assessments in all areas are carried out regularly and reviewed.
- We have an extensive Fire Safety Management System.
- Full details of the current organisation, responsibilities and arrangement for Health & Safety are detailed in a comprehensive Health & Safety Management System.
- We have an Unsociable Working Hours and Transport Policy.
- A Risk Management and Extensive company Car Policy has been launched.