

Arora

GROUP

SUSTAINABILITY AT ARORA GROUP



FEBRUARY 2023



Introduction

Climate change and resource scarcity are among society's most significant challenges. As a responsible business, we are fully committed to minimising our operational impact on the environment and taking an active approach to sustainable practices when and wherever possible. Incorporating sustainability is a core business strategy to ensure we do business correctly.

As a diversified property business with hotels, property and construction functions, Arora Group has an integral role to play in the transition to a sustainable, low-carbon economy. We recognise the complex challenges of achieving sustainable development in our locations and the indirect environmental impacts through our construction, hotel operations, property management and facilities management activities, and procurement practices.

The social and economic consequences of a changing climate will increasingly impact our customers and all our stakeholders, and managing these risks can help us capture new market opportunities by recognising and understanding these issues.

We understand we also have a direct environmental impact on natural resources in our operations across our businesses. Our environmental management activities focus on several key areas, the most crucial being how we construct and use our buildings. While carbon management is a key priority, we have expanded the scope of our environmental management programme to include water, waste and paper.



Benefits of incorporating sustainability in the hotel

People

Enhance employee attraction, engagement, education and productivity. Furthermore, it can make a real difference in helping to build and retain trust among many stakeholders.



Prosperity

Improvement in operational efficiency will allow for saving on utility bills. Additionally, we can showcase corporate values and develop new marketing opportunities.



Planet

Reduce negative environmental impacts by lowering energy use and greenhouse gas emissions and eliminating single-use plastics. We can also support biodiversity and enhance working environments.



Place

Increase employee engagement and a sense of purpose. Furthermore, it contributes to the local area and community.



Operational efficiency – Energy and water

Operational wins

Heating and air conditioning hours are scheduled according to business needs to limit energy consumption and temperatures are regularly reviewed to support comfort and reduce energy use. Also, all employees are encouraged to switch off computers, monitors, lights, and printers at the end of the day.



Quality monitoring

Regular maintenance (e.g. ventilation filter cleaning/replacement, cleaning of heat exchange units, replacing piping and duct insulation) – in addition to improving energy efficiency, this will also enhance the quality of air and building user comfort.



Efficient equipment

Lights throughout all the properties are replaced with LED lights which are energy efficient. Properties also feature passive infrared sensors - PIR, which detect motion and switch lights on/off accordingly.



Awareness and information sharing

Signages and educational materials are shared with staff and building users on good practices, their benefits and tips for energy-saving practices (e.g. switching off monitors, lights, and printers).



Responsible procurement

Arora Group is committed to sourcing materials to support reductions in the company's overall environmental footprint and reduce our supply chain's negative social impacts.

During our tendering process, we emphasise that all suppliers demonstrate their approach to sustainability and what management systems they have in place to show how they operate. Therefore, we favour the use of suppliers who use materials which have high recycled content, are certified and contain non-toxic goods. Labels are also reviewed to understand the quality of the products.



Health, wellbeing, comfort and productivity

Greenery

Our head offices feature indoor plants to enhance staff mental health and views of greenery to decrease stress. The office also features spaces that staff can use for therapeutic purposes.



Encourage healthy and active lifestyles

Using stairs, exercising regularly, and walking/cycling are promoted amongst our staff to encourage active lifestyles and social engagement.



Promotion of healthy foods and drinking water

Our facilities offer healthy food options and provide water bottle refilling to encourage regular water drinking and support the reduction of plastic waste. We also use educational material to highlight the benefits of healthy nutrition, exercise and drinking water.



Health and wellbeing programme

Signage/posters are utilised to encourage handwashing in all bathrooms and kitchens to support good hygiene and virus prevention. Our engineers conduct regular (annual) water testing to monitor composition and pollutant levels.



Community engagement

Charity support and volunteering opportunities

Arora Group engages employees and contributes to the local area supporting an employee's sense of purpose. The company provides volunteering opportunities to employees by partnering with local groups (e.g. schools, charities, foodbanks) and community groups (e.g. youth clubs, sports teams, and police force).

Fundraising opportunities are organised for employees to donate money (e.g. MacMillan Coffee Mornings, Sports Relief, Cancer Research Week). Furthermore, sustainability-related volunteering opportunities are also available for employees to participate in (e.g. earth day, litter picking and tree planting).

The Arora Group organises and hosts a bi-annual Charity Ball with funds raised distributed to a number of chosen charities. The Charity Ball events have raised £4.5 million since 2012.

Community engagement

Where possible, we source goods and services from local suppliers (e.g. furniture, poultry, alcohol, bakery etc.) We also utilise the local workforce and work with local job centre agencies to advertise jobs.



Healthy and low-impact travel

Employees are encouraged to travel by public transport or, if possible, cycle to work as a low-emission alternative and to reduce negative environmental impacts. Cycle to work scheme is in place, which offers employees a substantial discount when purchasing a bike.

Car sharing is encouraged to promote a sustainable lifestyle, and some hotels also offer shuttles to transport employees together.

Teleconferencing facilities have been set up to reduce the company's environmental footprint.



Reduce, re-use and recycle

Waste management plan and recycling

All hotels within the group have appropriate waste separation facilities (e.g. dry recycling (paper, glass), food waste, printer ink cartridges, batteries, and electronic equipment) and are set with a recycling target to monitor progress. All e-wastes (e.g. computers, monitors, printers, mobile phones) are donated or recycled.



Engagement and awareness

Measures have been developed to inspire employees and building users to recycle and understand the importance of waste separation and recycling. All bins are labelled accurately and clearly to improve clarity and understanding of waste streams.



Alternatives to single-use plastics

As part of the company's goals to reduce single plastic use, properties are shifting towards using reusable or recyclable alternatives (e.g. cups, straws, packaging, amenities). Also, water bottle refilling stations are provided to reduce purchasing of water in single-use plastic bottles.



INITIATIVES IMPLEMENTED AT OUR HOTELS



Eco-Friendly Amenities and Incentives

All bedroom keycards are made from 100% recyclable plastic and are collected and reused after a guest checks out.

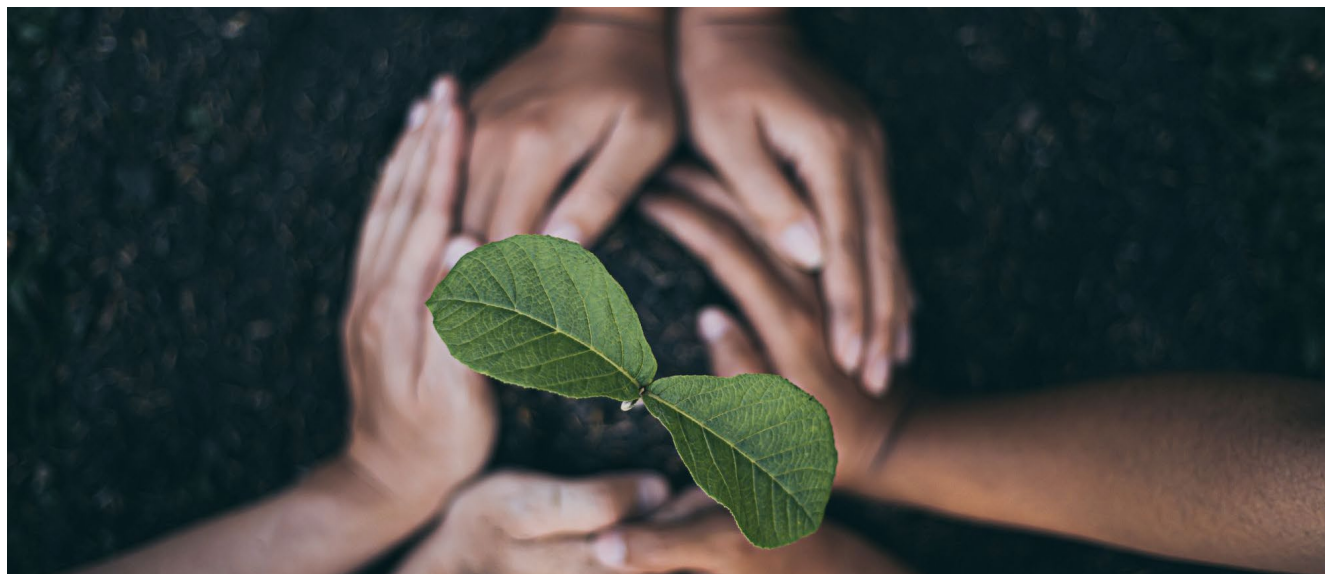
An effort to eliminate single-use plastic involves only using glass bottles and cardboard cups made from recyclable material. Also, alternative options made from recyclable materials are used to replace plastic straws, stirrers and cotton buds.

All our cleaning products, guest room bedding and towels have been carefully chosen for eco-friendly bases. The paints used at the hotel are eco-friendly and free of volatile organic compounds.

Sustainable Sourcing

Each of our carefully selected spa and wellness partners has been chosen not only because they make exceptional, market-leading products. It is also because they are pioneering in their commitment to preserving the source and regeneration of sustainable materials. It is a collective commitment to sourcing the best result-orientated ingredients that do not jeopardise our delicate ecosystems.

Spa consumables such as spa slippers have been selected to uphold our sustainability commitment. Our jute, coir and coconut slippers are made from the thickest and most resilient commercial natural fibres – a waste material extracted from the outer shell of coconuts grown on land throughout the tropics. This material has tremendous resistance to microbial action and requires no chemical treatment. Coir is a healthy substitute for processed synthetic rubber, and it is used in our slippers in combination with natural rubber latex sap.



Beehives and Garden

Two beehives on the hotel grounds are cared for by our beekeeper, who harvests fresh honey and supplies our restaurants. Our team also plants flowers and plants the bees and butterflies can thrive on within our 40 acres of grounds.

Our chefs grow herbs and plants in our Kitchen Garden for use in several restaurants. Where possible, food is sourced locally from The Royal Farms and Windsor artisans.

Recycling

While hazardous waste and at least two types of waste are sorted from paper, glass, cardboard or plastic, a waste compactor is installed to ensure waste is transported efficiently. Recycling bins are also installed in guest rooms and meeting rooms to facilitate guests with recycling.

Cooking oil and grease are collected and reused in the supply chain once recycled.

Washing machines and dryers have residual moisture cycles, saving up to 12 minutes per cycle, the equivalent of 3 to 4 additional cycles in 8 hours. The machines are also highly insulated, reducing heat loss and saving energy costs.

Energy Efficiency

All guestrooms' heating and cooling systems automatically turn off if the window is open to save energy consumption. Also, light bulbs used throughout the hotel are energy-efficient LED bulbs, and motion sensors are installed in all corridors, staircases, stores, staff changing rooms and guest rooms to reduce electricity usage.

The hotel also offers four electric car charging stations for visitors to charge their vehicles on-site.

Combined Heat and Power - CHP

CHP is set as the central boiler, which captures and utilises the heat that is a by-product of the electricity generation process, this reduces mains gas and electricity usage.

Water Conservation

9lpm water restrictions are fitted to all shower heads, and toilet flushing water levels are restricted to ensure water is not wasted.

Heat Recovery Units

To ensure maintaining the optimum temperature at the hotel doesn't consume extensive energy, MVHR units are installed in all air handling units that recover bedroom, lobby and back-of-house temperature.

Pre-construction Planning

Since the building works commenced in 2018, we have engaged with Arboriculture and Ecology consultants to ensure all the work was carried out with minimal impact on flora and fauna around the development.

We installed four bat boxes within the brickwork of the building and tree-mounted boxes at various locations around the estate to ensure bats were not displaced before, during and after the development. When we removed the roof of the previous hotel, an ecologist was based on the site to inspect the area and ensure any bats still in the building could be rehomed.

All the wood chips used around the estate are made from trees that have fallen in storms or been removed to enable the hotel's development. We installed full tree protection fencing around all protected trees during construction. Any landscaped areas we had to drive machines over had the soil de-compacted to ensure there was no damage to the tree root systems. We only removed trees approved by the local authority and planted more trees and vegetation than before at the new site.

Renewable Energy

We are targeting a BREEAM "very good" rating with an aspiration to achieve "excellent" in the future. BREEAM is the world's leading sustainability assessment method for master planning projects, infrastructure and buildings.

We are incorporating combined heat and power units to generate carbon savings, reducing the energy demand of the building and then supplying the energy as efficiently as possible utilising low/zero carbon (LZC) technology and renewable technologies. The most appropriate LZC technology was CHP (combined heat and power) due to the large and relatively constant domestic hot water load.

The CHP unit (combined heat and power) uses natural gas to produce electricity by means of a combustion engine. A by-product of this generation is heat, which ordinarily would be wasted but within the unit, the heat is recovered and used to heat the hot water to the hotel. By generating heat and power simultaneously, CHP can reduce carbon emissions by up to 30% compared to the separate means of conventional generation via a boiler and power station.



Grey Water System

Shower and basin water from all guest bedrooms is cleaned on the ground floor in holding tanks and purification systems to be re-used to flush toilets.

Inverter Driven A/C

All air conditioning units throughout the hotel are self-inverter-driven, resulting in more energy efficiency.

Building Management System – BMS

The hotel features a fully functioning system which controls and regulates energy usage by managing systems' operational schedules installed throughout the hotel.

Heat Recovery Units

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LED Lighting and PIR Motion Sensors

Lightings are fitted with energy-efficient LED bulbs throughout the hotel. Also, passive infrared sensors - PIR motion sensors are installed in all corridors, staircases, stores, staff changing rooms and all guest rooms to control the lights and reduce electricity usage.

Recycling

Food waste bins are used to segregate for compost purposes. Glass, plastics, paper, and cardboard wastes are recycled.



Power Factor Correction (PFC)

A power factor correction system has been installed, which reduces the electrical burden on cables, breakers, and transformers. This extends equipment life and limits the associated downtime to a minimum.

Water Conservation

9lpm water restrictions are fitted to all shower heads, and toilet flushing water levels are restricted to ensure water is not wasted.

Bio-degradable Products and Single-use Plastic

As part of Accor's commitment to eliminate all guest-related single-use plastic items in all hotels, Sofitel London Heathrow has achieved all the goals announced in 2019.

Only bio-degradable items such as paper straws and wooden stirrers are available throughout the hotel. A system has been implemented to remove single-use plastic pots, and measures are in progress to include jams and breakfast spread pots.

Eco-Friendly Amenities

Guests are encouraged to request towels when needed, and bed linens are only changed for extended stays unless requested to reduce the laundry load.

Room amenities such as shampoos, shower gel, plastic cups, dental kits and other packaging materials are replaced with alternatives. Cleaning and laundry product bottles are re-fillable with concentration purchased in bulk to reduce single-use plastic waste.

Paperless

QR codes are used wherever possible for items such as hotel information, welcome letters and restaurant menus to reduce paper use. The TV is also loaded with hotel information should guests need access to a mobile device. Also, digital newspapers, magazines and ebooks lessen the demand for hard copies.

Recycling and Food Wastage

Measures are in place to recycle glass, plastics, paper, and cardboard wastes with the waste supplier to ensure there is zero in the landfill. Food waste bins are used to segregate for compost purposes. Nespresso pods from bedrooms and suites are also recycled.

Cooking oil and grease are collected and reused in the supply chain once recycled.

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Hotel Green Team

A Green Team, supported by IHG Green Engage, meets monthly to decide on goals and actions.

Digital Communications

All Spa Marketing and Reservations forms are digitally-led, including brochures, check-in and room information, to reduce Marketing Communications to 50% print and 50% digital with the plan to be fully digital by the end of 2023.

Eco-Friendly Amenities

Cleaning and laundry product bottles are re-fillable with concentration purchased in bulk to reduce single-use plastic waste.

Client gifts are sourced with sustainability in mind, while room amenities are packaged with eco-friendly materials utilising stone paper and soy ink. Also, our official retail partner holds 100% certified plastic neutral products.

A bed linen reuse policy is in place, which ensures bed linen in guest rooms is only changed every two days if the guest has an extended stay. Guests can opt out of linen being changed too.

Food & Beverage

Seasonal fruits and vegetables are grown in-house in the hotel's rooftop garden, which is used throughout the hotel. The watering system used to water the plants is supplied by an eco-friendly irrigation system.



Intelligent Energy

To ensure electricity is well-spent, we have installed sensors at the back of house areas and throughout the hotel to switch lights off when idle or not in use.

We encourage electric vehicles and have installed 12 Tesla Superchargers in the car park.

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9lpm water restrictions are fitted to all shower heads, and toilet flushing water levels are restricted to ensure water is not wasted.

Reduce, Reuse, Recycle

Separate recycling bins are available throughout every department and back-of-house to facilitate recycling.

Staff canteen replenished with leftover, untouched food from events to ensure minimal food waste.



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9lpm water restrictions are fitted to all shower heads, and toilet flushing water levels are restricted to ensure water is not wasted.

Recycling

Recycling and waste management are essential priorities, and the hotel ensures staff are educated about the benefits of recycling. Food waste is separated and collected, as well as glass, plastics, paper, and cardboard.



Paperless

Efforts are made to reduce paper use by using QR codes, such as hotel information, welcome letters and restaurant menus wherever possible. The TVs are also loaded with hotel information should guests need access to a mobile device.

Water Conservation

9lpm water restrictions are fitted to all shower heads, and toilet flushing water levels are restricted to ensure water is not wasted.

Single-use Plastic

Bars and restaurants use paper straws to reduce the use of single-use plastic. Also, cleaning bottles are refilled with a chemical to reduce the number of plastic bottles used.

Recycling

Like all our other hotels, recycling and waste management are essential priorities, and the hotel ensures staff are educated about the benefits of recycling. Food waste is separated and collected, as well as glass, plastics, paper, and cardboard. Furthermore, cooking oil and grease are collected to be cleaned and reused in the supply chain.

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Plastic Waste

Individual bedroom amenities are replaced with refillable products to reduce plastic waste. Products which use single-use plastic are also substituted with alternative options, such as paper straws and paper cups.

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Energy Efficiency

All guestrooms' heating and cooling systems automatically turn off if the window is open to save energy consumption. A recent boiler replacement project has improved efficiency from 85% to 95%.

A/C and airflow in the meeting room are only used when in use, and the air conditioning units throughout the hotel are self-inverter-driven, resulting in more energy efficiency. Also, pressure cooking Bratt pans are used to minimise electricity use.

Recycling and Food Wastage

Measures are in place to recycle glass, plastics, paper, and cardboard wastes with the waste supplier to ensure there is zero in the landfill. Food waste bins are used to segregate for compost purposes.

Too Good to Go scheme is set up to minimise throwing away of food.

Local Sourcing

All poultry items are locally sourced from Sussex Reeves butchers.

Water Conservation

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Supporting Biodiversity

Our groundkeepers have designated biodiversity areas in the golf course where the long grasses are kept uncut to cultivate various plants, insects, fungi and microorganisms. Each species and organism work together in ecosystems to maintain balance and support life. Furthermore, standing deadwood is left where possible to provide habitats for woodpeckers and other wildlife.

We maintain the bat hibernaculum and have installed bat boxes around the estate to ensure bats have a place to seek refuge.



Eco-Friendly Amenities

Guests are encouraged to request towels when needed, and bed linens are only changed for extended stays unless requested to reduce the laundry load.

Only bio-degradable items such as paper straws and wooden stirrers are available throughout the hotel.

Recycling and Food Wastage

Measures are in place to recycle glass, plastics, paper, and cardboard wastes with the waste supplier to ensure there is zero in the landfill. Food waste bins are used to segregate for compost purposes. Nespresso pods from bedrooms and suites are also recycled.

Dirty cooking oil is collected and recycled into Bio Fuel to power vehicles that run on this fuel instead of petrol or diesel.

Water Conservation

9lpm water restrictions are fitted to all shower heads, and toilet flushing water levels are restricted to ensure water is not wasted.



Green Renovation

As part of the hotel's recent refurbishment, new energy-efficient machinery was installed to reduce energy demand, such as condensing boilers, AHUs for all areas of the hotel using MVHR, VRF heat recovery system and Trend BEMS system.

Intelligent Energy

The viVID sensor has been introduced in every guest room to manage energy, saving 40% on electrical consumption. The escalators are now also sensor operated, so it only runs when in use. Additionally, new lifts have been installed for guests and back-of-house areas.

All air conditioning units throughout the hotel have new self-inverter-driven pumps, resulting in more energy efficiency.

Building Management System – BMS

The hotel features a fully functioning system which controls and regulates energy usage by managing systems' operational schedules installed throughout the hotel.

Heat Recovery Units

To ensure maintaining the optimum temperature at the hotel doesn't consume extensive energy, MVHR units are installed in all air handling units that recover bedroom, lobby and back-of-house temperature.

Water Conservation

New water-saving shower heads have been installed in all guest rooms to ensure water needs are reduced. Also, new Grohe dual flush WCs reduce flushing to 3 litres per flush.

LED Lighting and PIR Motion Sensors

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Paperless

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Digital newspapers, magazines and ebooks are used to reduce demand for hard copies.

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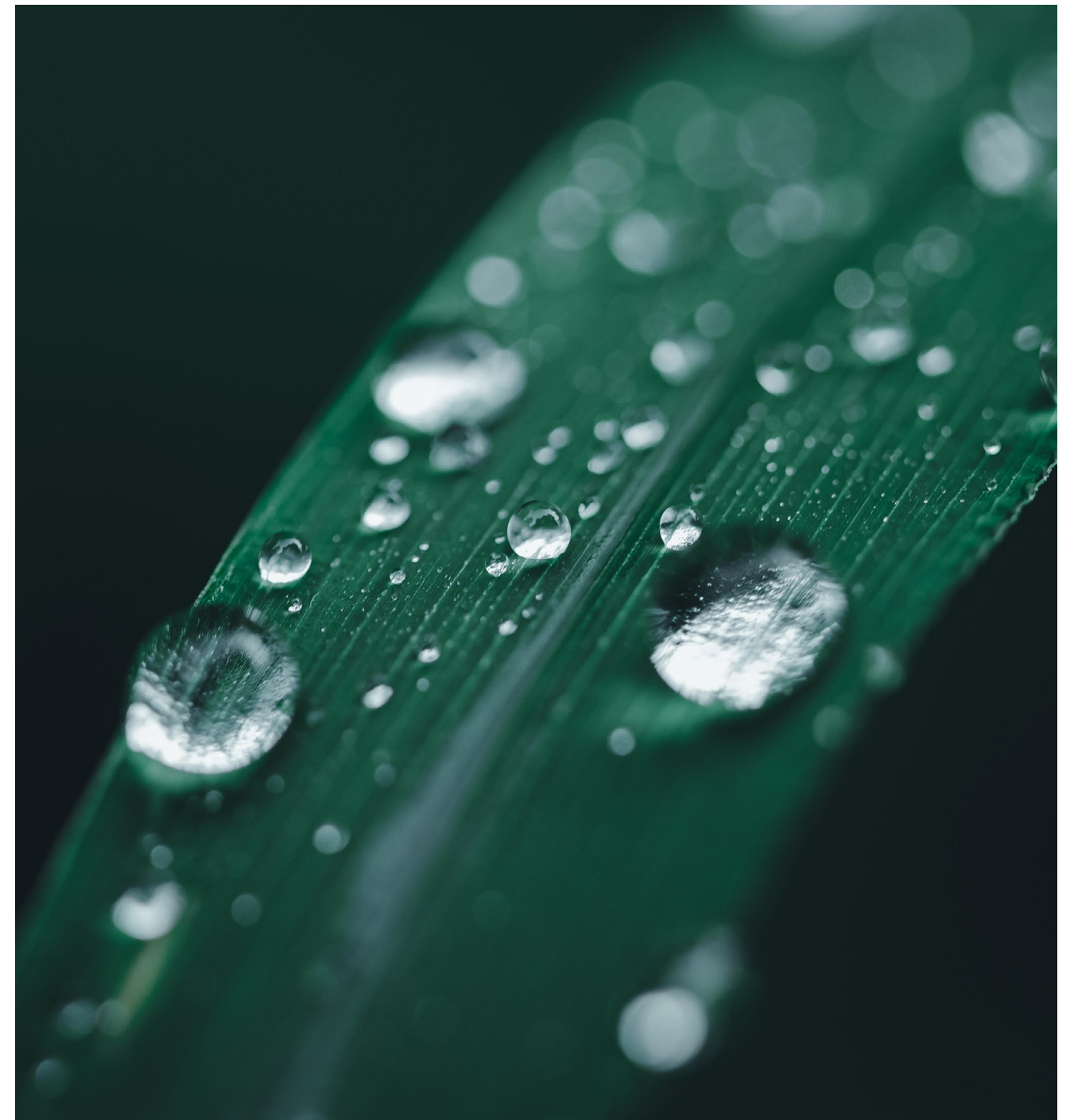
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Arora

HOTEL
GATWICK/CRAWLEY

Energy Efficiency

A new boiler has been set up in the West Wing to be more energy efficient and reduce the load on the hotel's plant.

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