

Whitbread Water Policy

Whitbread is a responsible and sustainable business. Our Force for Good sustainability programme focuses on enabling people to live and work well whilst having a positive impact on the world around us, helping us create a forward-looking, sustainable and successful business.

We recognise the impact that operating our hotels and restaurants has on the environment and are committed to conducting our business in a way that ensures environmental sustainability for future generations.

In 2015, world leaders adopted the 2030 Agenda for Sustainable Development and the Sustainable Development Goals (SDGs). SDG 6 – the ‘water goal’ – focuses on ensuring availability and sustainable management of water and sanitation for all. Water is a scarce resource with a direct impact on our environment, therefore responsible management is essential.

Water is a vital element in the operation of our sites. Without water we are unable to prepare and serve food and drinks, operate any of our hotels, or successfully deliver our business offering. A sufficient amount is needed for all of our customers and guests to be able to carry out their basic domestic needs whilst staying with us. It is also a material part of our supply chain as we and our suppliers rely on it for the healthy growth of the raw materials that make up our products, such as our cotton sheets.

We operate solely off the municipal supply. As the climate changes and the population increases, the demand for water supply may start to outstrip availability, as well as cause damage to local ecosystems.

Our policy goal is to minimise water use across our business and champion water stewardship within high-risk local catchment areas which will help us to reduce our impact on the water environment. We look to do this by working with our hotels and restaurants, our customers and our suppliers in all of our locations globally, without compromising the enjoyment of our guests.

This policy will be applied to the hotels and restaurants within the UK. In addition, our PI business in Germany will work towards compliance with the policy in the next 18 months. The Business in Germany has been growing organically via acquisitions and therefore has a different maturity profile than our UK business.

As well as ensuring that all applicable water related legislation and other environmental requirements are complied with (including the provision of safely managed Water, Sanitation and Hygiene (WASH) facilities in the workplace), we also focus on the identification and management of our impact on water resources:

1. Identification of our water risk:

To understand our operational water risk, we map our hotels and restaurants using a standard water risk filter process to analyse current and future water risks across our portfolio. In these areas we can then focus our championship of water stewardship.

2. Operational water efficiency:

We have implemented and will implement water conservation measures to reduce consumption and costs. The main measures we have already put in place include:

- Installation of meters and sub-meters for measuring and monitoring water usage
- Comparison of industry benchmarks for water usage
- Minimisation of water leaks by active detection, repairs and maintenance
- No hanging baskets nor troughs to be installed
- Grounds irrigation is not contracted to take place; however, horticultural contracts do specify grass mulching which has the effect of conserving water in the soil
- Outsourced laundry facilities minimise water usage through economies of scale

- Monitor and measure water efficiencies at our supplier sites through SMETA 4 PILLAR audits which ensure legal requirements are being met for water, as well as energy and waste
- Installation of water recycling systems in specific new build hotels where viable
- Water usage considered in the procurement of new equipment and services
- Installation of water reduction technologies such as:

 - a. Low flow shower heads in standard hotel rooms
 - b. Greater proportion of showers installed in new build hotels
 - c. Low flush toilet cisterns
 - d. Low flow taps on bathroom sinks
 - e. Urinal intelligent water management systems
 - f. Low flow rinse heads on kitchen sinks in new build restaurants or restaurant conversions

It is our policy to continue with these measures and introduce new measures as appropriate.

3. Customers:

We educate our customers on water minimisation and encourage towel reuse through signage

4. Suppliers:

We actively encourage business partners and suppliers to operate in an environmentally responsible manner and, where appropriate, make this a condition of any business partnership or contract, and we engage with our suppliers to reduce water usage.

We recognise that some commodities hold higher levels of environmental risk and we have clear policies on these which also give preference to commodities that are certified. e.g. BCI cotton and FSC/PEFC timber which all include standards for water use. There are 10 rules for Responsible Forest Management under FSC of which 5 relate to water. The scope of BCI covers encouraging collective action towards sustainable use of water at a local level and ensuring availability and sustainable management of water and sanitation for all.

We have to date trained over 1,600 cotton farmers in sustainable farming.

5. Other:

- We conduct effective dialogue on environmental matters with all stakeholders, and other interested parties, as appropriate.
 - We monitor progress and report annually on environmental performance.
 - We will perform regular reviews of this policy statement to ensure that it remains applicable to the activities of the hotel and stakeholder requirements.
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