

Inhabit

Impact Report

FY2023

Certified



Corporation

inhabithotels.com

January 2024

Vision and Introduction

THE IDEA



Inhabit Hotels was born in 2017 when co-founders Nadira Lalji and Rahim Lalji were redeveloping a hotel property in Sussex Gardens. The vision was born when considering what they were looking for in a hotel stay, a restorative experience in the midst of a frenetic city, offering affordable luxury to guests. The co-founders envisioned an urban sanctuary for busy travellers that brings together leading minds from architects and mindful practitioners to makers and sleep researchers ensuring that guests leave the hotels well rested and feeling the best version of themselves.

Inhabit has built a strong foundation, leading a group of properties as an established wellness and mindful brand in the Hospitality Industry. Offering conscious and holistic stays at an affordable price point, the first Inhabit hotel on Southwick Street in Paddington opened in August 2019. Given the hotel's deep emphasis on monitoring its supply chain, improving its environmental footprint, and creating social impact, it was awarded with Green Key certification almost immediately in 2020, and with a B Corp certification, in January 2023. In light of its focus on design and alignment with the ambition to provide

inspired travellers with transformative stays, Inhabit, Southwick Street is further recognised as a member of Design Hotels.

In May of 2022, they opened their second Inhabit location in Queen's Gardens, Bayswater. Following the same vision, policies, and practices, it was awarded with Green Key certification in May 2023, and became a B Corp in October 2023.

Inhabit Hotels is working with over two dozen community partners, most of which are social enterprises, sustainable, ethical, and local businesses. Five United Nations Sustainable Development Goals are further pursued by both hotels.

At the onset of 2024, Nadira and Rahim are proud to communicate how their vision has become a reality through the group's second impact report. Together with Inhabit's Team and the broader community, they welcome you to learn more about their activities to date, as well as plans for future progress and impact.

Inhabit Hotels Message

WE ARE COMMITTED TO WELLNESS FOR OUR GUESTS AND FOR THE WIDER WORLD

Wellness is at the heart of our brand. Inspired to create a restorative experience in a frenetic city, Inhabit is aligned with what being well means to us. We think of wellness as more than a physical state; we see it as a way of being. Our brand pillars of social connectedness, intellectual expansion, and environmental responsibility reinforce this belief.

In our second annual impact report, we are proud to showcase the continued and improved sustainability efforts we implement in both of our hotels. Now that Inhabit, Queen's Gardens has completed its first full year of operations, we are seeing the fruition of the thoughtful implementation of lessons learned from Inhabit, Southwick Street. These efforts have been rewarded by achieving Green key certification and becoming a B Corp in Inhabit, Queen's Gardens in the past year, an amazing accomplishment by our teams. This recognition of Inhabit, Queen's Gardens reflects our steadfast commitment to sustainable practices and social responsibility.

We are committed to continuous improvement of our sustainability strategy, practices, and reporting, which is reflected in this annual report. For example, since last year we have re-certified our hotels to Green Key standards, have improved our environmental data collection methods, expanded our carbon footprint calculations, and continued and created

new partnerships with some amazing sustainable enterprises. Sustainability is a journey, not a destination, and we recognise that we still have a long way to go, but we believe we have created a solid foundation to improve upon even further in the coming years.

We cherish our planet and believe that hospitality should be a force for good. In presenting this annual report of our social and environmental impacts, we extend an invitation to our guests, partners, and community to embark on a conscious journey with us. Together let's nurture a more responsible and meaningful hospitality experience that not only values the comfort of our guests but also cares for the well-being of our planet, ensuring a sustainable legacy for future generations.

Samantha van Exter
Head of Hotels



Mindfulness in the Community and Beyond

About Inhabit

Inhabit Hotels are a collection of urban wellness properties in West London. Wellbeing is at the heart of what we do, as we offer guests both restorative and invigorating experiences to foster mindfulness, healthy habits, and even better sleep. Going beyond regulatory compliance, we are committed to enhancing green initiatives by monitoring and reducing overall consumption levels and converting environmental efforts into sustainable business opportunities. Social benchmarks are likewise core to our strategic decision-making. Social benchmarks play a crucial role in guiding our strategic decision-making. Through these practices, we demonstrate our commitment to responsible hospitality for the benefit of our stakeholders.

Our Mission

Inhabit stands for excellence in wellness and sustainable hospitality.

Inhabit stands for excellence in wellness and sustainable hospitality. Through our guest-centric approach, we encourage visitors to explore our wellness facilities, our yoga courses, and plant-centric cuisine. Our diverse team and clean-lined, sustainable interiors support guests in their journey towards feeling healthier and more connected to themselves and to the community of West London. We firmly believe in forming good people for a better future, and that our planet depends on it.

Our Neighbourhood

We offer our guests unique opportunities to explore Paddington, a quintessentially leafy West London area with character. Our neighbourhood is rich in architecture, quaint mews and residences, an array of cuisines, as well as unparalleled green spaces. We curate wellness-oriented experiences for our guests such as mindful walks, sanity walks, workshops with makers, book clubs with London authors, and eco-friendly boating experiences along London waterways. Inhabit’s surroundings offer the best of both worlds: a peaceful residential area and also a thriving business hub. We’re tucked away in a quiet spot near gracious townhouses, relaxed cafés, quirky independent boutiques, and pretty mews. Meanwhile, we also benefit from easy access to Paddington Station — surrounded by offices, creative studios, and commerce. Taking inspiration from our surroundings, we strive to provide a refuge of calm amid the buzz. Inhabit, is a short walk to Hyde Park, Kensington Gardens, Regent’s Canal, as well as the picturesque area of Little Venice. Paddington Station is the iconic landmark associated with the area. The area has plenty of other noteworthy charms, including distinguished architecture like the Heatherwick Bridge, and an array of dining and fun activities on offer along Paddington Canal.



Our guiding Frameworks

United Nations Sustainable Development Goals

Sustainable development has been defined by the United Nations as “development that meets the needs of the present without compromising the ability of future generations to meet their own needs”

At Inhabit hotels, we aim to follow this framework by contributing to the U.N.’s Sustainable Development Goals where we can. Taking into consideration the areas where we can make the biggest impact, we have selected the following five SDGs to focus on:



Promoting good health and wellbeing amongst our guests, employees, and local community.



Making sure female employees have effective participation and equal opportunities for leadership at all levels of decision-making in our hotels.



Crafting a decent workplace environment for employees, and supporting local small- and medium-sized enterprises.



Creating equal opportunities and ensuring that social protection policies are in place to protect hotel staff.



Adopting and promoting sustainable procurement practices, as well as sourcing responsibly.

You will find more details about how we are working towards these goals in the pages that follow.

Our guiding Frameworks



Green Key

As our first step towards achieving ambitious sustainability goals, we worked towards the Green Key certification, a leading international eco-label for the tourism industry. The certification gives us a robust and extensive set of requirements, guidelines, and best practices to implement, and helps us benchmark our performance within the hospitality industry. Our dedicated effort proved to be successful when Inhabit, Southwick Street was awarded with Green Key certification in 2020, and Inhabit, Queen’s Gardens in 2023, and we have re-certified both hotels every year since.

Since 1994, Green Key has been a leading standard of excellence in environmental responsibility and sustainable operation within the tourism industry. It sets out 130 criteria across 13 categories.



Inhabit best practices observed by Green Key during its 2023 audits:

- “Cooperating with the local area and donating old furnishings to charity.”
- “Extensive information to promote the local area and its businesses in the Guest Directory.”
- “In-house filtered water is offered throughout the hotel rather than externally bottled water.”
- “Strategies are in place to minimise food waste and there is careful sourcing of products.”
- “Opting for electric Black Cabs, supporting both the London air quality and local culture.”
- “Sourcing products and suppliers that matched the hotel’s own commitments.”

Our guiding Frameworks



B CORP

We are very proud to have become B Corp certified for both our hotels in of 2023.

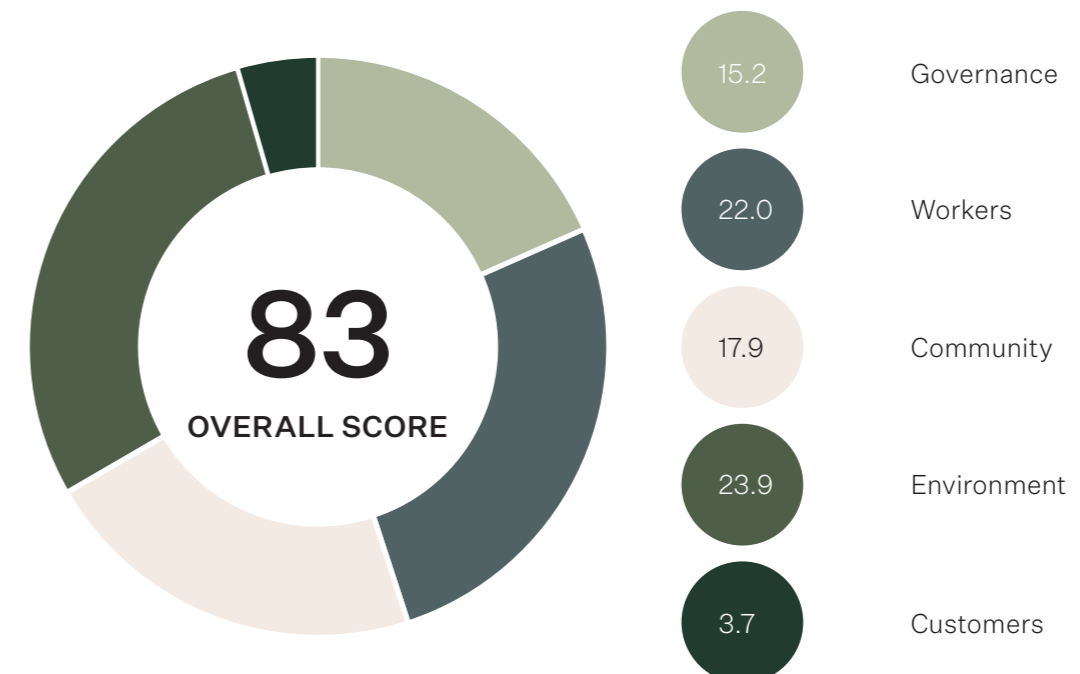
B Corps are companies that follow high environmental, social, and governance standards, and make a legal commitment to create benefit for all stakeholders. One of the first London based hotels to achieve this positive marker, the certification marks our dedication to guests, employees, social enterprises and the environment.

When we opened our second hotel, Inhabit Queens Garden, in 2022, we made sure to take all the learnings, policies, and practices we had developed for our first hotel and apply them with the same passion and eye for detail. This allowed us to share the B Corp certification across both hotels, and Inhabit Queens Garden became officially part of the B Corp community in November 2023.

This certification is based on our operations and business model across five impact areas, Customers, Community, Environment, Workers and Governance, and we have received verified scores in each area on our B Impact Assessment. We have structured the rest of this report to delve deeper into each of these categories.

We aim to continuously improve our performance, and are working towards improving our score by the time we need to recertify in 2026.

We initially completed the assessment and certification for our first Inhabit hotel, Inhabit, Southwick Street, which has been open since 2019. The vision of Inhabit has been closely aligned to the B Corp values since our inception, so it was a logical step to work towards the B Corp certification to solidify our commitment to sustainability. We achieved certification in January 2023.



Guests

At Inhabit, we curate experiences designed to support guests along their wellness journey.

Our hotels are designed to create value for our guests by offering a restorative and mindful stay, while being secure in the knowledge that they are supporting the environment and local community. Our staff are trained to inform guests of our sustainable practices in the hotels and of sustainable activities and transportation methods to use while they are staying with us.

Those that wish to delve inwards can benefit from spa facilities, mindfulness exercises, healthy bites, and sleep restoration techniques. Those looking for outdoor and social boosts can make use of walking and boating guides, or community art events. Everything from our serene colour schemes to our natural materials to our earthy scents has been oriented towards providing both remedial and invigorating experiences for our daily guests.



Wellness

Guests are welcome to enjoy a variety of relaxing services in our blissful spa and Wellness centre, Inhale at Inhabit, which features Fair Trade and Certified Organic products.

We are also proud to offer our guests infrared sauna access at both sites, and Inhabit, Queen's Gardens has a built in salt room that provides guests with mental benefits, such as decreasing anxiety levels and restoring energy, as well as physical benefits to the respiratory systems by removing toxins and minimising headaches.

Inhabit guests are also invited to take advantage of our sleek fitness studio, designed especially to provide a space to practise yoga, Pilates, and meditation. Our in-house teachers help guests to find inner peace and good health, by offering classes for all ages in Vinyasa, Hatha, slow flow or Yin yoga, core-engaging Pilates, and 1:1 sessions.

Guests also have the opportunity to use one of our restorative meditation pods.

Read

Guests are invited to visit our hotel libraries, which offer carefully curated selections of literature. Styled shelves showcase classic fiction and non-fiction, coffee table editions, and enlightening reads that inspire both mind and body. Many of our books offer new knowledge on sustainability, nature, and mindfulness.

Nature

We've created a map of the best local green spaces routes for guests to explore their surroundings. Our map includes some of the most prestigious green spaces in London, including emerald Hyde Park as well as stunning community and neighbourhood gardens.

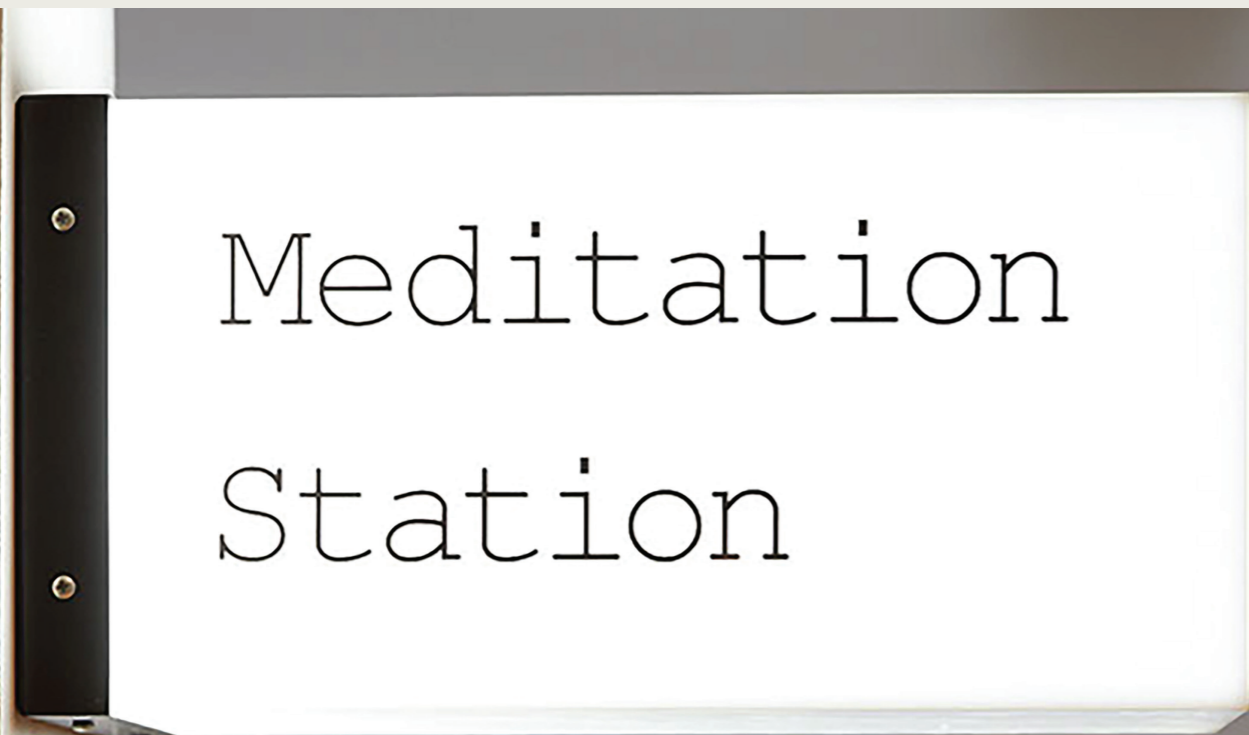
We often recommend to our guests the self-drive boating experience of GoBoat London, which allows the adventurous to explore the city by water in an active and sustainable way.

Eat

We believe that food should be restorative for both body and mind while also being fresh, filling, and delicious. Our on-site restaurant Yeotown Kitchen helps us serve our guests with goodness, offering a plant-centric menu free from refined sugars, dairy, meat and gluten, as well as sustainable fish and free range egg options. Their ingredients are mindfully sourced and even feature some foods from their own Yeotown organic orchards in Devon.

Sleep

At Inhabit, we take sleep seriously. We have created an environment that is designed to induce deep sleep through aromatherapy scents, reed diffusers, and sleep kits. Guests are also encouraged to lock away their smart phones in the built-in phone lock box at night to avoid any disturbances. Additionally, we supply all rooms with cloud-like sustainable mattresses and pillows, enabling guests to experience the power of a good night's sleep.



Environment

Environmental management is a core part of Inhabit's sustainability vision. Our eco-conscience has shaped Inhabit's design, philosophy, and daily operations. In addition to wellbeing, social connectedness, and intellectual expansion, environmental and sustainability efforts are core pillars of our business, informing all that we do. Recognising our role in the global tourism industry, which traditionally has been known for its high environmental impacts, we strive for long-term sustainable management of our activities, contributing to a more sustainable future for the industry.

Inhabit is committed to developing and maintaining a robust environmental system. This includes monitoring energy, water, waste, and carbon footprint levels, and working continuously to reduce them. We apply circular economy principles as much as possible to our hotel's design, fit-out, and operations, and send zero waste to landfill. We also work with local, sustainable suppliers as much as possible, to minimise the environmental impact of transport, and ensure that our products are durable and made using green materials and practises.

We think revenue generation and environmental efforts are complements, not opposites, and finding ways to combine them is what makes a sustainable business.

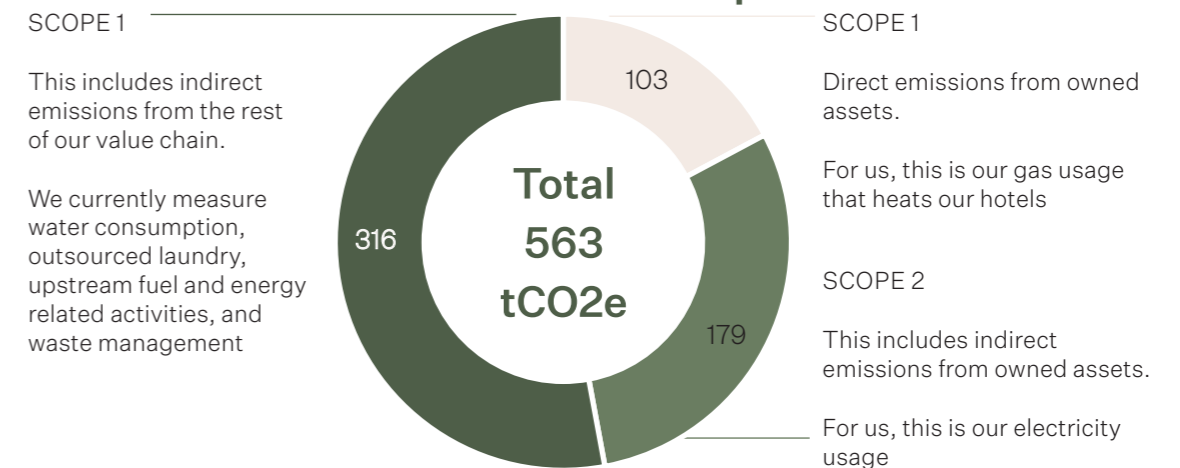


Carbon footprint

We measure our carbon footprint annually to keep track of our environmental impact. A carbon footprint measures the Greenhouse Gas (GHG) emissions of any operation, and is one of the most standardised measures of environmental impact globally. Our goal is to be Net-Zero emissions by 2050 at the latest, which means that we reduce our emissions as much as possible, and remove the residual amount of emissions through robust carbon removal projects. We follow the GHG Protocol and the Science Based Targets initiative (SBTi) guidance, and plan to set verified SBTi targets in the near future.

At the moment we measure Scope 1 and 2, and limited categories of Scope 3. While we do not measure the emissions of our complete supply chain yet, we already have extensive green procurement policies and practices in place. We aim to expand on our scope 3 reporting in the future, but this is a lengthy process.

FY20231 Carbon Footprint



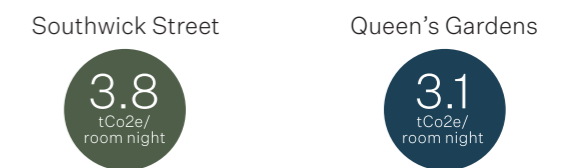
Our carbon footprint is mainly driven by our gas and electricity consumption, and we monitor and manage these closely to achieve savings where possible.

We have achieved significant savings by having a local zero to landfill waste collector, First Mile, who have calculated that we have saved 27 tCO₂e by recycling our waste with them.

While we currently do not measure all of our scope 3 impacts, we are still taking measures to reduce these impact. For example, we give preference to local suppliers who deliver to us using low or zero emission vehicles (or bikes!) which reduces the transportation emissions associated with our purchased products.

Inhabit, Southwick Street has a slightly higher carbon intensity per room per night compared to Inhabit, Queens Gardens. This

Total carbon footprint per room night (Scope 1 and 2)



can be explained by that fact that Inhabit, Southwick Street is smaller and older, while Inhabit, Queen's Gardens has been refurbished with more modern systems and appliances last year.

In the coming year, we will set formal targets for carbon footprint reduction for our hotels, and continue working on our journey towards Net-Zero.

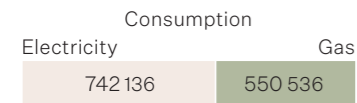
* Financial Year 2023 covers data from 1 April 2022 – 31 March 2023

** Scope 2 emissions in the graph are location based emissions. Market based scope 2 emissions are 178 tCO₂e

Energy and Water

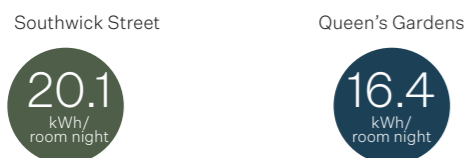
Hotels are energy and water intensive, and we take that responsibility seriously. We measure our consumptions and have many measures and practises in place to reduce our impacts.

Energy



Total 2023
1,292,672 kWh

Energy intensity



Our hotels are powered by gas and electricity, and we are working towards reducing our consumption as much as possible. Some energy saving measures implemented in our hotels include 100% LED lighting, and a key card system in all guest rooms that turns off energy use when the rooms are empty. We also have a centralised building management system that allows us to control our heating, cooling, and air-conditioning units, which allows us to closely monitor and optimise our main sources of energy consumption.

Furthermore, windows in Inhabit, Queens Gardens are double glazed, which prevents heat and energy loss, and we are doing the same for Inhabit, Southwick Street in the coming years.

The benefit of double glazed windows can be seen in the energy intensity per room night, which is much lower for Inhabit, Queen's Gardens than it is for Inhabit, Southwick Street. This is also influenced by Queens Gardens having newer equipment and systems because it was completely refurbished before opening last year.

We strive to opt for renewable energy where possible. In 2023, 40% of our electricity and 67% of our gas came from renewable resources through our energy suppliers. Unfortunately, due to unsuitable roof space on the London townhouses that house our hotels, we cannot install on-site renewables such as solar panels. Due to the recent unstable energy market, our energy contracts have had a lower percentage of renewable energy

than last year, but we are planning to find new green contracts as soon as possible. We are exploring various technologies to improve our energy efficiency, such as voltage optimization and efficient appliances



Water



We strive for low water consumption at Inhabit through our use of efficient equipment and appliances. Low-flow taps and shower heads, low-flush and dual-flush toilets with limited flushing rate, and automatic faucets for sinks, are installed in all guest rooms at Inhabit.

To further reduce our fresh water consumption, we have water efficient dishwashers in our kitchens, as well as a rainwater harvesting system at Inhabit, Queen's Gardens. All cleaning products used at Inhabit are plant based and biodegradable, preventing hazardous chemicals from entering the drainage system.

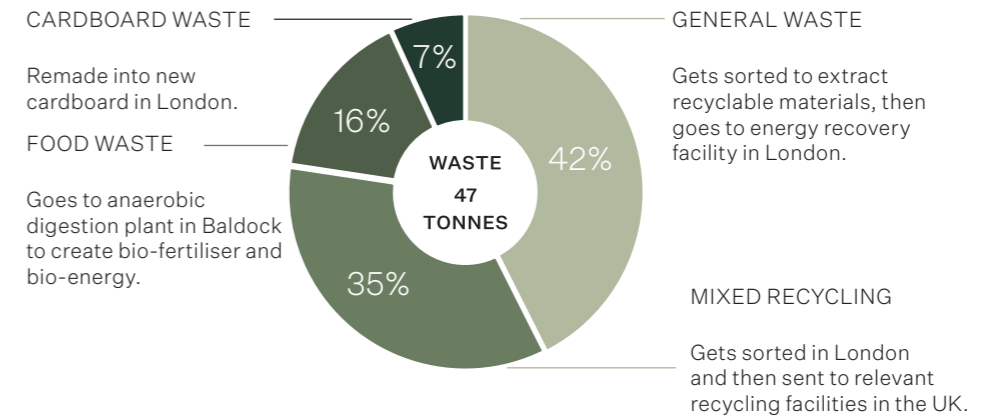
Waste

We are a zero waste to landfill organisation. We apply the circular economy principles of Reduce, Reuse, Recycle (in that order) to every level of our hotels, from our fitouts to our daily operations. We have eliminated single use packaging as much as possible, opting for reusable solutions instead, and avoid single use plastics. We recycle our mixed recycling, food waste, glass, and coffee grounds, and what can't be recycled is sent to energy recovery through our waste management partner First Mile, who collect our waste daily using electric bikes.

Recycling rate

57%

Waste Generation (tonnes)*



Some examples of how we minimise our waste:

- No plastic water bottles, instead we have reusable glass bottles in every room which guests can refill at still and sparkling filtered water stations on every floor.
- No single use plastic toiletries, instead we have larger, fixed dispensers in guest rooms which we refill when needed.
- We have designed our hotels with natural, durable, and reusable materials, and many of our furniture pieces are made from reclaimed wood and other sustainable materials.
- Our daily cleaning products come concentrated and we dilute them on site in refillable containers. This significantly reduces the amount of packaging needed to transport the cleaning products.
- We carefully source products with good sustainability credentials, which includes products with minimal and plastic-free packaging.
- Our on-site restaurant does not offer a buffet, which would generate a lot of waste, and ensures efficient food handling in their daily operations.

We are working towards increasing our recycling rates by training more staff on correctly separating recyclable and food waste, as well as exploring options to add more recycling bins that can be used by our guests. We are also exploring ways to further reduce our food waste, by finding ways to optimise our restaurant operations and potentially donating leftover food.

Indoor Air Quality

To ensure that the indoor air quality at Inhabit is consistently strong, we've installed HEPA air filtration systems in addition to air purifiers by partner IQAir on each floor of the hotels. In combination with smart sensors, we can keep track of the real-time quality index associated with each system, ensuring that sufficient fresh air circulates within the floors and rooms. As a result, we have been reducing potential pollutants or virus exposure for our guests and employees since 2019.

* No water consumption data was available for Inhabit, Queen's Gardens due to a faulty water meter, which has now been fixed.

* No sufficiently accurate glass or coffee grounds recycling data was available, although they are recycled by both hotels. We will improve our data completeness in the coming year



Local community

We work with various charities, local organisations, and community groups to create positive outcomes for all involved. Here is a selection of partnerships we were proud to be a part of in the last year.

Macmillan Cancer Support Sep 2022

To support people living with cancer, the Group raised £460 during Macmillan Coffee Morning conducted at various hotels.

British Heart Foundation Dec 2022

We organised a Clothes Donation Drive during Christmas 2022. Associates donated clothes, books, toys, handbags, and accessories to help fund the research at BHF.

British Heart Foundation Feb 2023

We held Heart Health Talk for our employees to celebrate Heart Health Month. We also fundraised with a Fundraising Fruit Table.

Sustainability Awareness Events

In September, we hosted a sustainability panel in our Southwick Street hotel, as part of the London Design Festival. Speakers from our long time partners Holland Harvey Architects, Kalinko, and Goldfinger were invited to speak on the importance of design and architecture in fostering wellbeing in our daily lives and communities.



Community

We seek to benefit the world by starting within our community.



Our vision is to contribute to a better world by providing staff, guests, and local communities with safe and inclusive spaces, dedicated to wellness and self-care.

Our mission of creating a sanctuary for wellness and sustainability could not exist without also engaging our external community, as they are an essential part in achieving this. We work with organisations local to us as well as charities to invest in the wellbeing of our local community, because we are part of that community and have a responsibility of contributing positively it.

By seeking out local suppliers with shared social and environmental values, we are able to source responsibly and in a way that reinforces our goals while enhancing the guest experience. We give preference to suppliers that are local to us, have sustainability credentials like B Corp, or are social enterprises. We actively search for suppliers that can help us achieve our environmental goals, for example by working with suppliers that offer refill systems rather than single use items, suppliers that deliver without plastic packaging, and suppliers that deliver using net-zero transportation. Every supplier we choose to work with has been a conscious decision, balancing environmental impacts and guest wellbeing as the highest priorities.

Ongoing Local Social Partners

Self Space

With the understanding that our outlook fundamentally impacts all areas of life, we've partnered with Self Space to help guests feel great. The Self Space facilitates inspiring talks and workshops that focus on both enhancing and maintaining mental health awareness as well as, ultimately, wellbeing. Self Space runs programs for the hotels on a monthly basis.

Considerate Hoteliers

Considerate Hoteliers is a B Corp that helps and encourages businesses in the hospitality sector to operate responsibly. The firm offers a data management system called Con-Serve that has been tailored to capture necessary and informative facts about the industry. They help us to simply yet comprehensively measure our electricity, gas, water, and waste consumption.

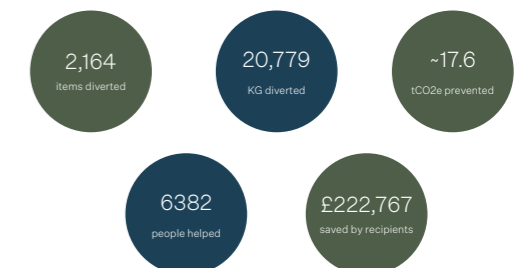
Globechain

“From helping women in Guinea, to charities in performing arts, football clubs, schools and churches, Inhabit made a positive impact in people’s lives beyond the hotel room experience.”

—May Al-Karooni, CEO and Founder

Globechain is an award-winning British marketplace that redistributes unwanted items by connecting corporations to charities and families. Both Inhabit hotels used this platform during their refurbishments in 2019 and 2021.

To date, Globechain has helped Inhabit hotels achieve the following impacts:



Sustainable building partners

Both of our hotels are located in beautiful listed heritage townhouses in London. Before opening them as Inhabit hotels, they were completely refurbished and redesigned to integrate sustainability into the foundation of the hotels, while preserving the buildings' original features. Our building and design partners were essential in our mission to creating restorative, environmentally and socially conscious places to stay in the city, and they brought to life the Inhabit's characteristic nature-based and Scandi inspired style.

Here is a selection of architecture and interior design partners we are proud to call a part of our Inhabit network.

Holland Harvey

ARCHITECTURE

Leading the redesign of both hotels were the architects from Holland Harvey, based in East London. The practice strives to design spaces that are inclusive and are driven by a narrative. They worked carefully to maintain the original details of the listed buildings that house our hotels, whilst sensitively reworking the floor plan and design to make the hotel fit for purpose in today's world. They also incorporated circular principles, ensuring that 100% of waste materials from the refurbishments were repurposed, recycled, or energy recovered.

Granby Workshop

RECEPTION DESK

Granby Workshop is a manufacturer of architectural ceramics, based in Liverpool. Craft techniques are combined with an experimental sensibility to develop new architectural materials and finishes. Granby works and Holland Harvey designed and made the bespoke terrazzo reception desk at Inhabit, Queen's Gardens, utilising the original marble and stone that was initially removed from the site, creating a unique reimagined desk that artfully references its former life.

EGE Carpets

CARPET

Our carpets are from EGE's ReForm collection, made from discarded fishing nets, plastic bottles, used carpets and other industrial nylon waste. Like a truly circular product, they can be recycled again at end of life.

Mosa

TILES

Our bathrooms are finished with tiles from Mosa, which are Cradle to Cradle certified and made from recycled content.

Caitlin Henderson Design

INTERIOR DESIGN

Our interior design curator was key in pulling together the restful, nature-based interior design of our hotels. She helped source and establish many of the hotel's social and environmental partnerships, of which a selection is highlighted in this report. Her work with artisans as well as emerging and established artists allowed her to develop unique spaces complete with handmade textiles, textured wall finishes and site-specific art installations.



Goldfinger

FURNISHINGS

The social enterprise, Goldfinger, produced bespoke furniture items such as tables and cabinets for Inhabit. In addition to its retail store and woodworking workshop, the company's Academy teaches marginalised young people the craft of woodworking, so that they can find new direction, expertise, and then progress into meaningful work. The wood for these products and processes has been diverted from landfills, and Goldfinger even engraves the coordinates of where the trees were found on each furniture piece. What's more, the Goldfinger Kitchen offers free meals to its local community every month, contributing to the fight against food waste while serving those in need.

Sustainable design partners

When designing and furnishing our hotels, we take great care to find local partners that share our values, and can provide us with durable, sustainably sourced, and socially responsible furniture and décor. We have established long lasting relationships with many social and sustainable suppliers from our community, reducing transport emissions and maximising social positive impacts. Here is a selection of partners we are proud to call a part of our Inhabit network:

Be For Change

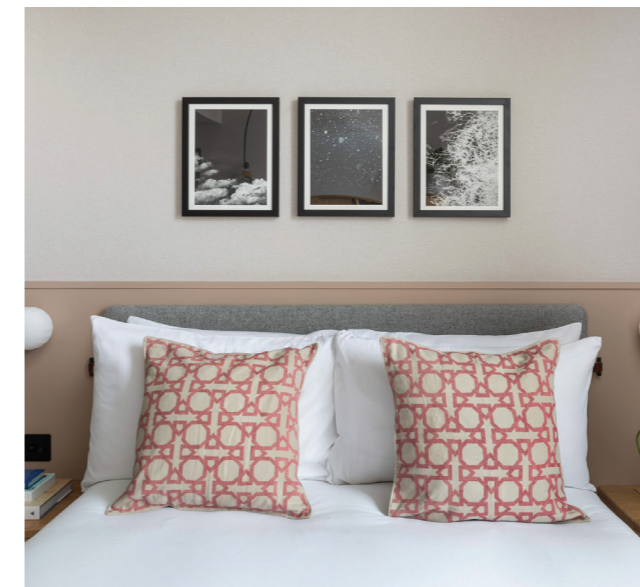
FURNISHINGS

Be For Change diverts industrial materials from waste and uses ample creativity to fashion them into new, durable products. A great example of their work is showcased at Inhabit, where leather cushions have been made specifically for the space.

Kalinko

FURNISHINGS

Kalinko is a social enterprise and an online homeware brand in London that sells beautiful, handcrafted products made in Burma. The site retails the work of many talented artisans who would not otherwise have the infrastructure to sell their crafts. The hotels have been purchasing their rattan products for their guest rooms since 2019.



Aerende and Studio 360

CUSHIONS

This award-winning online shop sells ethical homewares and gifts, all of which are handmade in the UK by people facing social challenges. The cushions featured at the hotel have covers sewn by Studio 306 in Wood Green by people recovering from and living with mental health illnesses.

School of Life

BOOKS

The School of Life is a global education organisation that helps people to lead more fulfilled lives. In partnership with its London branch, we are retailing School of Life books and other resources at both Inhabit locations.

Belu

WATER

Belu is a social enterprise who donate 100% of net profits to WaterAid, a non-profit that improves water and sanitation access in impoverished and water-scarce communities. They supplies us with filtered water taps and bottled water in both hotels.



Studio ND

PHONE BOXES

Thoughtful, environmentally conscious designers and makers based in South London, beloved by Inhabit Hotels. Inhabit's rooms feature a hand-made lock box made by Studio ND for your phone, to encourage guests to switch off for the night.

SEP Jordan

CUSHIONS

A social enterprise who employ refugees to hand embroider the beautiful cushions that are featured in the hotel's public areas.

Sustainable art partners

Culture A

CREATIVE CONSULTANCY

We curated a holistic art programme for our hotel guest rooms and public areas in partnership with the creative consultancy, Culture A. Featured is a mix of emerging and established artists working in a variety of mediums. The programme engages guests in a multi-disciplinary art experience that celebrates Inhabit’s mission, London sensibility, and Scandinavian style. We hope that artwork inspires guests to reflect on their surroundings while also connecting with the works and each other through the inclusive, universal language of art. The partnership between Culture A and Inhabit highlights our joint commitment to promoting local and international cultures alike.

Here is a selection of suppliers we are proud to call a part of our Inhabit network:

Somerset House and Makerversity

PIONEERING COMMUNITY

Somerset House Studios is an experimental workspace in the centre of London connecting artists, makers and thinkers with audiences, offering space and support to emerging artists pushing bold ideas, engaging with urgent issues and pioneering new technologies using sustainable materials. The Studios is also home to Makerversity, a community of professional makers, of which several emerging artists were chosen to make feature artworks in the Inhabit Guest Room Suites.

Smile Plastics

RECYCLED PLASTIC SHEETS AND MATERIAL DESIGN

Smile Plastics is a materials design and manufacturing house based in South Wales making exquisite hand-crafted panels from waste materials. Their mission is to change people’s perceptions around waste via innovation, and to use art and technology to unlock the hidden potential in recycling and encourage us to open our eyes to the unexpected beauty of scrap. At Inhabit, we have chosen Smile Plastics’ Black Dapple panels to create artwork throughout the guest rooms, made from chopping boards and recycled plastic packaging.

Knottinger

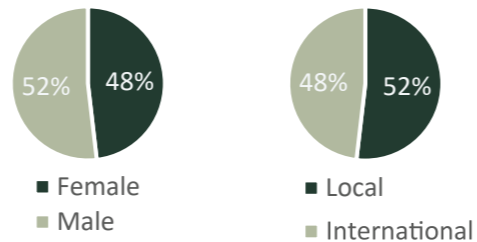
TEXTILE ACCESSORIES AND JEWELLERY

Knottinger provided us with several statement rope art pieces that are consciously handcrafted in small batches by Faryal Aslam in Leeds, England. The textile art pieces, inspired by the traditional art of macrame, are 100% cotton, designed and handwoven. Guests will find various pieces in the guest room suites as well as a larger installation in the Library.

Inhabit, Queen’s Gardens art programme:

688 Artworks
27 Artists and Galleries

Artists representation



Freya Bramble Carter

CERAMIC ARTIST

A ceramicist in North London whose work draws inspiration from traditional craft and celebrates the importance of connecting with the natural world. The ceramics are hand-crafted from natural materials, and durable and eco-friendly. The Inhabit hotels feature a series of commissioned ceramic artworks inspired by British landscapes, hung in several guest rooms and in the public areas.

Hugo Dalton

ART STUDIO

London-based artist Hugo Dalton created a bespoke light drawing for Inhabit, which is projected in the restaurant. Hugo Dalton’s dynamic light drawings nudge visitors to consider nature from a new perspective.



Sustainable suppliers

We have built an extensive network of green and socially minded suppliers that share our values, and help us bring our vision to life. From toilet paper to mini bars, we carefully source every product we purchase. We have a Supplier Code of Conduct and Sustainable Procurement Policy that ensure procurement from both environmental and social sources. Working with local businesses helps us to reduce emissions resulting from more extensive shipping and handling. Partnering with certified B Corporations where possible further allows us to source sustainable, healthy, safe, and premium products for our guests.

Here is a selection of suppliers we are proud to call a part of our Inhabit network:

Skandinavisk

HAIR AND SKINCARE

A B Corp that makes vegan and organically formulated skincare products that further use recyclable bioplastics in their packaging.



Cheeky Panda

TOILET PAPER

A B Corp that makes toilet paper from bamboo, which grows much faster while using less water and energy resources than paper from trees.

Sendero Specialty Coffee

COFFEE

Sendero’s coffee is sourced from remote coffee growing regions, working with local families and cooperatives to grow organic coffee in harmony with nature. What’s more, their capsules are 100% biodegradable and compostable.

Self Care Co

CANDLES

A Social Enterprise who helped us create custom, plant-based candles blended with a mix of essential oils perfect for both day and night. With every purchase that is made, 10% of profits go to a charity raising awareness around mental health.

BioHygiene

DAILY CLEANING PRODUCTS

Biohygiene is an innovative cleaning brand that replaces, harmful, non-renewable chemicals with plant derived cleaning products. Bio-based raw materials sequester carbon from the atmosphere as they grow, and they don’t pollute our waters and land as they are fully bio-degradable.

Gaia

SKINCARE

Inhale at Inhabit, our blissful spa and wellness centre, offers treatments by Gaia, a British brand inspired by Mother Nature. Starring Fairtrade, certified-organic ingredients, Gaia’s products are crafted using traditional artisan techniques, with an emphasis on sustainability.



Social supermarket

MINI-BARS

Our mini-bars at both hotels are stocked in collaboration with Social Supermarket, who curate the best food and beverage products from a selection of brands that have positive social and environmental impacts.

Kiss The Hippo

COFFEE

Our restaurants serve this wonderful certified organic, Fairtrade, and carbon negative coffee. They offset more emissions than they generate by donating to sustainable reforestation projects.

People

At Inhabit, we strive to create a healthy, inclusive, and inspiring workplace, where every employee is respected and has opportunities for success. Beyond the basics, we provide additional resources such as mindfulness training as well as a range of professional development opportunities for employees at all levels.



Our Team

Our team in numbers

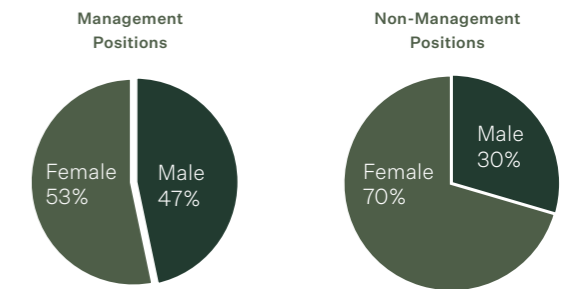
Our welcoming and dedicated team consists of 59 full time employees, supplemented by several agency staff. Agency staff often help us meet seasonal demands, but a lot of them have been with us for many months and some end up becoming part of our own staff over time.

Number of Employees

FULL TIME EMPLOYEES*	59
AGENCY EMPLOYEES	57

*No part-time employees in this reporting period

Women make up 66% of our total workforce



Women in Travel

DIVERSITY AND INCLUSION

At Inhabit hotels, we aim to create an equitable and welcoming environment. Apart from complying with the legal requirements of remuneration and benefits for our employees, we also ensure that our hiring, training, and promotion practices are free from discrimination on the grounds of gender, race, religion, disability, age, marital status, sexual orientation, or family.

Where possible, we empower groups and individuals that have historically been underrepresented or disadvantaged in workplaces.

For instance, since 2019, we've partnered with Women in Travel and collaborated with the Women Returners Programme. This programme is aimed at women from difficult backgrounds, some of whom have been out of work for an extended period. We offered eleven individuals a four-week work experience, supported by a mentor. After completion of the traineeship, we extended longer term job offers to three of these women.

Today, women account for 66% of our overall workforce and 53% of our management positions.



Training, Health, and Wellbeing

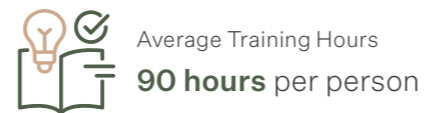
Training and Development

We place high value on training our employees and providing them with professional development opportunities, encouraging employees to enhance their soft skills while achieving their career goals.

In 2023, our average staff training was over 90 hours per person, and the feedback we received regarding these trainings was overwhelmingly positive.

All employees get access to our online learning platform, and we organise relevant in person and external trainings too. Some of the courses our employees took last year include

- Food Hygiene
- First Aid
- Fire Safety
- Customer Service
- Operational Management



Saira Hospitality

In hospitality, practical training is the best way to learn, and for that reason we partner with organisations like Saira. Saira connects individuals across the world with local hotel partners.

These individuals are then trained in hospitality by Saira in conjunction with the hotel, with the goal of receiving a job placement at the specific hotel at the end of the training period. Together, we created an educational programme and were able to retain and place graduates— many of whom were from underprivileged backgrounds, helping to generate additional positive social impact.



Health and Wellbeing

Inhabit strives to create a healthy and safe workplace for its teams. In order to reduce potential operational risks, we provide regular first-aid, health and safety training, food and hygiene training, and fire drill practices for employees.

We want to help our employees take good care of their physical and mental health, and to that end we offer all employees access to SimplyHealth, a wellbeing platform with a range of benefits like talking to a GP 24/7, claiming back the costs of treatments, a counselling helpline, and a discounted gym membership.

We also organised a number of insightful wellbeing talks for our employees, including a Menopause Awareness Talk, a Men’s Health Circle, and a Financial Wellbeing support session.

Since wellbeing and mindfulness is at the heart of what we do, we also offer restorative experiences for our workers. For example, mindfulness and meditation trainings help employees to overcome stress as well as any negativity through awareness.

Governance

Our approach to creating lasting positive impact is to consistently incorporate both people and planet into our decision-making. We consider it core to the success of our business.



Policies

At Inhabit, we have a written code of ethics that is communicated across our teams— at the point of hire and when anything is changed. Social and environmental factors are also intentionally included in our employee hiring and training, as well as in performance reviews.

We also have written sustainability and sustainable procurement policies that outline our standards and commitments to people, planet and our local communities, which are explained to all newcomers during their induction.

Impact Metrics

The impact metrics presented in this report are collected on a continuous basis, with the help of our partner Considerate Hoteliers and their ESG management platform Con-serve. In the past year, we have worked to improve data accuracy and consistency, for example by adding daily or weekly manual readings to replace estimated readings from invoices and adding smart electricity meters.

Now that we have established a complete baseline, we will use this data to analyse our operations in more depth and set concrete targets for next year.

Sustainability Governance Structure



Appendix

All figures are for the Financial Year 2023, namely April 1st 2022 – March 31st 2023

Performance tables

Energy			Waste		
	Energy consumption kWh	Energy intensity kWh/ room nights	Type of waste	Recovery or disposal method	Total tonnes
Electricity	742 136	10.2	General waste	Energy recovery	20.0
Gas	562 998	7.7	Mixed recycling	Recycling	16.4
Total	1 305 134	17.9	Food waste	Anaerobic digestion	7.4
Water			Cardboard waste	Recycling	3.2
	Water consumption m ³	Water intensity l/ room nights	Total		47.0
Water*	13 768	480.7	Recycling rate		57%

* This figure is only for Inhabit, Southwick Street, as Inhabit, Queen’s Gardens had no sufficient water data due to a broken water meter for most of this period.

GHG Emissions			
		Total GHG emissions tCO ₂	GHG emissions intensity KG CO ₂ /room night ***
Scope 1	Gas*	102.8	3.4
Scope 2	Electricity location based	178.5	
	Electricity market based	143.5	
Scope 3	Total	316.2	4.3
1.Purchased Goods and Services**	Water	5.0	
	Outsourced Laundry	242.3	
3. Fuel and energy related activities	Upstream Gas	17.3	
	Upstream Electricity	50.5	
5. Waste from operations	Waste	316.2	
Total Emissions	Location Based	562.5	7.7
	Market Based	597.4	

* Excluding Biogenic emissions. Up until 2020, GHG guidance included that market-based emissions may be reported for gas contracts that include biomethane or bio gas, however this was removed in 2020 and in 2022 it was stated in a new draft that market-based instruments may not be used in scope 1. At the time of publishing this report, the GHG protocol is reviewing this guidance and it is unclear what the final standards will dictate. Therefore we have decided to only report location-based emissions for scope 1 for this year, even though we purchased biomethane contracts for a large portion of our FY2023. If guidance changes, we will update this years emissions in the next sustainability report.

** Inhabit, Queen’s Gardens had no sufficient water data due to a broken water meter for most of this period

*** Emission Intensity Metrics are only using Location Based Scope 2 data

Appendix

All employee figures taken as a headshot at the end of the Financial Year 2023 March 31st 2023. The training hours per employee are taken as an average over the entire financial year.

Performance tables

Employees and Diversity			
Contract	Full Time 59	Part time 0	Temporary 0
Gender	Male 20	Female 39	Other/ Unknown 0
Age	<30 19	30-50 34	50+ 6

Employee gender split management and workforce			
	Male	Female	Total
Management	7	8	15
Workforce	13	31	44

Total number of Agency Workers	57
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Average training hours per employee	90
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Inhabit

Thank you for reading.

If you have any questions, comments, or ideas about sustainability, please reach out to us at sustainability@inhabithotels.com.

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