

ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG) POLICY

Roomzzz
APARTHOTEL



WE'RE DETERMINED TO DO THE RIGHT THING!



At Roomzzz we passionately believe we've got a responsibility to be a sustainable, fair and totally inclusive business. **That's why we're doing more than the existing ESG laws and regulations ask of us.**

Reducing our environmental impact and continually improving Roomzzz' environmental performance are at the heart of our business strategy and the way we do things.

We're also fully committed to being an employer where everything and everyone supports diversity, inclusion and opportunity for all.

We also understand our responsibility to our travel partners and guests in ensuring guests safety and security, along with the world class service and support that we are recognised for.

We are passionate about giving back to our communities. Roomzzz' charitable organisation - the Parklane Foundation - is our channel for helping the most vulnerable people in the communities we're part of. This commitment is woven into every aspect of our business, to include things like how we design and build new projects, operate our portfolio, collaborate with stakeholders and how we report our progress.



WE'RE ENVIRONMENTALLY COMMITTED TO



- Understanding the environmental impacts of our operations
- Finding a path to a measurable and more sustainable, lower carbon footprint
- Taking environment considerations into account in all our major business decisions
- Measuring our current performance and setting improvement targets for all Roomzzz properties
- Encouraging our employees, partners, suppliers, contractors and neighbours to work in ways that are environmentally responsible



WE BELIEVE IN RESPECT FOR ALL



- We have a policy that supports equal opportunities for all employees
- We're committed to keeping workplaces free from unlawful discrimination based on colour, race, age, nationality, ethnic or national origin, gender (including gender reassignment), marital or civil partnership status, disability, sexual orientation, pregnancy or pregnancy-related reasons and religious or philosophical beliefs. These are known as "protected characteristics"



OUR ENVIRONMENTAL AND SUSTAINABILITY GOALS



- To remove all single-use plastics from our operations
- To ensure 99% of our waste doesn't go to landfill
- To deliver meaningful measurement and reporting
- To continually look for improved methods of reducing our energy use
- To reduce, re-use or recycle waste wherever we can
- To make sure we use goods and materials from sustainable sources wherever possible – at our existing facilities and in all new development projects

Roomzzz' environmental policy is clearly spelt-out to our customers and staff on our website, social media, intranet and newsletters.

Environmental best practice guidelines are highlighted when we're considering a new supplier, and implemented at the procurement stage.

Full details can be found at
<https://www.roomzzz.com/environmental-policy>

HERE'S HOW WE'RE WORKING TO ACHIEVE OUR GOALS



1

To set a plastic reduction target, we plan a single-use plastic/ packaging audit to find out how many plastic items and products are in a typical apartment complex.

2

We're working to place recycling solutions in all our apartments. The finance team is to launch a tender for a waste management company. We're setting company-wide targets for recycling and are aiming at sourcing 100% recycled paper across the business.

3

When it comes to reducing carbon emissions, we're applying a carbon calculator for each of our sites so we can see energy consumption and compare the findings for each location against one another.

4

Roomzzz' carbon management plan will set a target for 100% LED lights for all new properties. We're looking at guidance for the most efficient settings if these options don't already exist.

5

We're also exploring green electricity tariffs with our existing energy suppliers. Overall, we're committed to reducing our carbon emissions by 2026.

SPREADING THE WORD

To make sure our sustainability ambitions remain front and centre across all our sites, there'll be a 'green champion' at every location, working to give our revised policy continued exposure and support whilst actively listening to our guests' feedback.

Here are some of the actions we're putting in place:

- Green awareness training sessions
- Creating a green project team to support relevant environmental projects
- Active multi-channel communication of our green credentials and objectives
- Creating a sustainability operating manual for each apartment
- Group environmental policy shared and highlighted on all brand channels
- Promote visitor travel carbon accounting and offset services via our brand websites and/or through the booking process



WHAT WE'VE ALREADY ACHIEVED...

- Updated our current social responsibility statement and environmental policy
- Removed all plastic water bottles from our welcome packs
- Now there are no single-use toiletries in apartments
- 99% of waste doesn't go to landfill
- We only order 100% recyclable paper
- We only order LED lights
- We've minimised the use of paper by moving to online systems
- We choose recycled and recyclable paper products where possible
- We re-use and recycle all paper whenever we can

1

All new aparthotel designs have saving devices such as RFID energy control units which turn off the power in the apartment when not in use.

4

We're going for green vehicles, and we keep them well maintained for maximum efficiency.

2

Air conditioning systems are centrally controlled, so we can avoid heating and cooling unoccupied rooms and reduce energy use as a result.

5

Electric vehicle charging points are standard for our 3 newest properties, and that will continue for future developments.

3

Everyone at Roomzzz is encouraged to avoid unnecessary business travel. If it can be done by email or video and phone conferencing, that's what we do.

6

We've localised our supply chain too, to keep delivery miles down.

MAKING SMARTER USE OF POWER



SOCIAL RESPONSIBILITY IN ACTION

As part of the Parklane Group, Roomzzz is closely linked to the Parklane Foundation – a charity that exists to help make a difference for disadvantaged people and communities.

These are the charities we're proud to be working with, and we'll do everything we can to provide this support for many years to come:



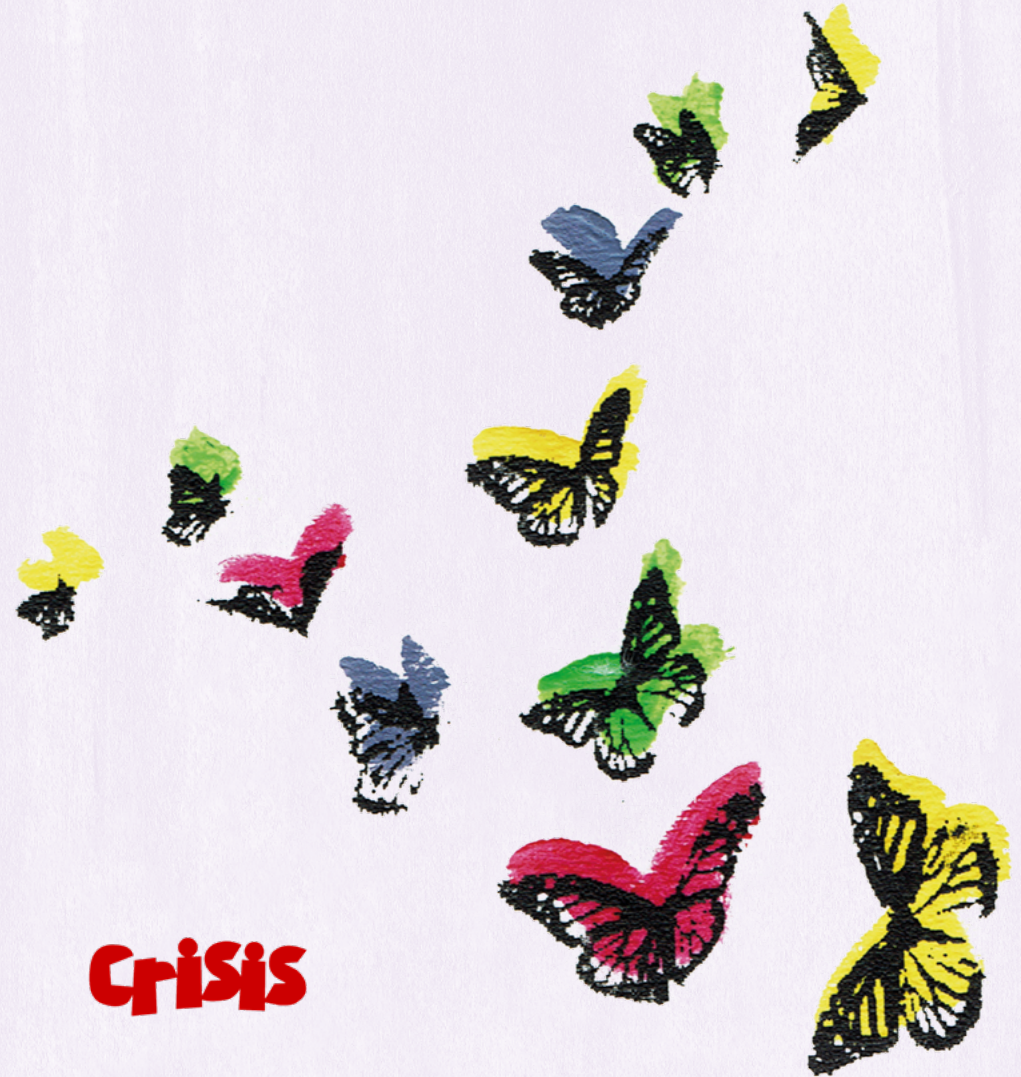
Hospitality
Action

YOUNG LIVES
vs CANCER

Crisis

We've established different ways to raise money for the projects we're part of – online donations, donations made in our hotels, employee payroll giving. We also donate room nights at our hotels and sponsor charitable events. There are more details at <https://theparklanguroup.com/foundation/>

We also offer all employees two paid days per year to dedicate to charitable projects in support of the Parklane Foundation's charity of the year.



CULTURE AND PEOPLE

CREATING THE ENVIRONMENT WHERE EVERYONE CAN THRIVE



We want all our people to achieve their full potential, which means every employment decision that's made is never based on irrelevant or discriminatory criteria. To make sure that's always the case, we have a strong equal opportunities policy in place.

This is the backbone of our commitment to ensuring that all our staff and job applicants are protected from unlawful discrimination in employment.

Equality of opportunity

We always use fair and objective benchmarks when it comes to recruitment and employment decisions. Our selection procedures will be reviewed from time to time, to make sure they help achieve our objectives and avoid unlawful discrimination.

Roomzzz' person and job specifications are purely based on the kind of characteristics and abilities needed to do the job effectively. Interviews are always carried out on an objective basis.

Where possible, we review work patterns so we can offer flexible working to staff who need it.

Everyone at Roomzzz has the right to equal opportunities, just as everyone has the responsibility to make sure that right is never compromised. We take breaches of our equal opportunities policy very seriously. Anyone who believes that they may have been disadvantaged on discriminatory grounds is entitled – and encouraged – to raise the matter through our grievance procedure.

Victimisation is totally unacceptable. If someone has been unfavourably dealt with due to making a complaint about unfair treatment (or they've supported someone else's complaint), proven victimisation will be a serious disciplinary matter for the person or persons responsible.

Harassment and bullying

Harassment and bullying can devastate the health, confidence, morale and performance of those affected. Even those not directly involved can be similarly impacted when this kind of unacceptable behaviour comes to light at work.

For us it's simple. All staff are entitled to a working environment that respects their dignity and is free from discrimination.

Harassment and bullying are disciplinary offences, and incidents will usually be treated as gross misconduct under the disciplinary procedure.

Complaints and disciplinary action

Anyone who believes they've been harassed, victimised or discriminated against is absolutely encouraged to raise the issue through our grievance procedure.

It's important to remember that if the complaint is particularly serious, Roomzzz reserves the right to continue the investigation of the grievance, even if the person affected decides not to pursue the complaint.

Disability Policy: Policy Statement

We want a working environment where persons with disabilities with appropriate skills and qualifications are happy to join us, and where they can thrive. This is a fact that's reflected in our terms and conditions of service.

Our policy states that we will:

- Provide equal opportunities for persons with disabilities in recruitment, education, training, promotion, transfer and terms and conditions of employment
- Ensure that where practicable, persons with disabilities are given support and are provided with equipment and facilities to enable them to carry out their duties
- Ensure that we meet the special needs that arise at work for disabled employees
- Make reasonable adjustments to working arrangements or physical features of premises where they cause disadvantage for persons with disabilities
- Provide a safe working environment for disabled employees

Recruitment

Everyone involved in the recruitment process has to make sure that job applicants are not discriminated against because of their disability.

It's unlawful to discriminate against persons with disabilities:

- In the arrangements made for determining who should be offered employment
- In the terms on which persons with disabilities are offered employment; or
- By refusing to offer, or deliberately not offering, the persons with disabilities employment
- The inclusion of unnecessary or marginal requirements in a job specification can lead to discrimination. If in doubt, the HR department should be contacted

Training

- All persons with disabilities will have equal access to training and development opportunities
- All employees will be made aware of our policy on the employment of persons with disabilities

Retention

- The duties and working conditions of disabled employees will be reviewed on request
- If a disabled employee is unable to continue carrying out existing duties, we will try to find suitable alternative employment, with retraining being provided if necessary

Selection

All applications, shortlists, interviews and any other testing that's carried out must not discriminate against persons with disabilities. Depending on individual needs, special arrangements for interviews and the way they're carried out may have to be made.

Complaints

Any employee who considers they've been treated unfairly or discriminated against because of their disability may raise a complaint, using the procedures in place for dealing with grievances.

Employee's obligations

A disability may not always be obvious, so it's persons with disabilities' duty to advise the HR Department if they have an impairment or condition they consider to be a disability. We will actively think of ways to continue and secure the employment of employees and applicants who have a disability, or employees who become disabled during their employment.



OUR PROMISE OF SAFETY AND SECURITY

Roomzzz Aparthotels are accredited by the International Serviced Accommodation Accreditation Process ISAAP**, the independent not-for-profit accreditation arm of ASAP*.

We also maintain the ASAP Stay with Confidence Promise, which sets out minimum standards that each member has to achieve to be a professional, caring, accredited company in the organisation. **The promise covers nine crucial areas, and each one has standards set, validated and checked by the ISAAP:**

1. Health and safety management

The member must operate in a manner that is compliant with required local health and safety standards.

2. Fire risk management

All properties under management or ownership by a member must be fully risk assessed, and meet all fire safety requirements - including correct signage.

3. Insurance

Full public and employer liability cover must be current, in place and correctly displayed.

4. Security

All accommodation provided by a member must be in properties that are secure and safe. Members must also be operating and managing data in accordance with GDPR regulations.

5. Migrant workers

Appropriate, correct and humane recruitment and vetting procedures must be in place.

6. Illegal and anti-social behaviour

Every effort must be made to minimise the occurrence of anti-social behaviour and potential breaches of the peace within the environs of the member's property and apartments.

7. Discrimination

There must be a process in place that can demonstrate compliance with relevant legislation and protection against unfounded allegations.

8. Quality check

Upon analysis of online review data, there will need to be evidence that the member is consistently meeting or exceeding guest expectations.

9. Hygiene and cleaning standards

The member must have a straightforward, current and robust cleaning schedule process in place, that is compliant with COVID-19 standards. This standard has been updated as of May 2020 to comply with enhanced standards of hygiene required to operate in pandemic circumstances/times. A system to capture feedback and suggestions for changes which are fed back into the regular review process as outlined in the pre-stay section. An effective "how was your stay?" process, updated to capture any specific feedback around pandemic standards and measures.

*ASAP is the not-for-profit trade body representing only Quality Accredited Provider and Agent members, who collectively operate over 100,000 apartments in 21 countries and offer 3 million bed nights per year.

**ISAAP is the leading global provider of quality assessment, reporting and recognition awards for the serviced accommodation, corporate housing and executive suites sector of the hospitality industry. ISAAP provides recognition and Accreditation awards to members of the

Association of Serviced Apartment Providers (ASAP), the Corporate Housing Providers Association (CHPA) and the Global Alliance of Serviced Accommodation (GASA) and currently has accredited companies in 21 countries.

A CLEAN SWEEP EVERY TIME



At Roomzzz we have a strong cleanliness policy that ensures the safety and comfort of our guests every time they stay with us.

Guests can be confident that their apartment has been cleaned thoroughly and compliant with the Association of Serviced Apartment's cleanliness standards before they arrive. All hard surfaces in our apartments are cleaned using a specialist anti-bacterial spray. Our air conditioning units come under a similarly rigorous cleaning and servicing routine after every occupation of the apartment. Each system is cleaned using QX-60®— a high strength disinfectant that kills 99.9% of germs in 60 seconds or less.

All soft furnishings that can be removed and cleaned are taken away between each apartment use. We've always sanitised our TV remotes, but now they're also treated with a bactericidal contact spray and packaged in a protective outer cover.