

S O U T H
THE OTHER
HOUSE
K E N S I N G T O N

2023 IMPACT REPORT

THE OTHER HOUSE
SOUTH KENSINGTON
JUNE 2024

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A MESSAGE FROM OUR FOUNDER

This inaugural Impact Report is a testament to, and a symbol of, our commitment to sustainability, environmental stewardship, and social responsibility.

Since The Other House's inception, we've sought to make mindful decisions that benefit our business, communities, and the planet. Our commitment to a positive environmental impact begins by refurbishing and repurposing historic buildings.

By using eco-conscious materials, carrying out lifecycle assessments during the design process, with British made materials and furniture, and installing green roofs, we minimise our carbon footprint. These decisions are in line with one of our four core brand

pillars - 'have a positive impact' - and reflect a company-wide engagement to minimise our environmental footprint.

As an owner, developer and operator, the buck stops with us. We're in control of our impact and it's our duty to do right by our residents, communities, team and environment.

This is why our responsibilities must extend beyond 'just' environmental sustainability to encompass a holistic approach that creates shared value for all stakeholders. Across our residents' clubs and team, this means: prioritising

diversity, equity and inclusion; creating an environment where every individual feels valued, respected, and empowered to thrive; and investing in the success and fulfilment of all.

This report demonstrates that - with supportive stakeholders, partners and communities - profitability and sustainability can go hand in hand.

We are proud of what we've achieved so far and have put the building blocks in place for continuous improvement and innovation. However, we know our Environmental, Social, and Governance (ESG) responsibilities have no end point.

There's work to be done, but we want to be the ones doing it. Yes, the urgency

of the climate crisis creates significant challenges, yet it also presents exciting opportunities for genuine leadership.

As we embark on future development projects, such as our upcoming Covent Garden location, we'll continue to set ambitious goals that create new standards for responsible real estate development.

After all, if we want a more sustainable and equitable future, we must be prepared to create it ourselves.

- NAOMI HEATON

CEO & FOUNDER
THE OTHER HOUSE

THE
OTHER
HOUSE

ALL ABOUT THE HOUSE

- TO HAVE A POSITIVE IMPACT

At The Other House, we're carving out a new segment in the hospitality industry: Residents' Clubs. These are spaces which blur the lines between traditional hotels, serviced apartments, private rentals, and members' clubs.



As a new venture focused on acquiring and upgrading existing buildings - and as an owner, developer, and operator - we have a unique ability to integrate cutting-edge ESG principles into the development and operation of our business. We also have a passion for it: sustainability is part of our commitments with our shareholders, and is reflected in our core value 'to make a positive impact'.

At the time of this report's publication, June 2024, The Other House owns three properties. One in South Kensington that is fully operational. A second in Covent Garden that's under construction and expected to open in



late 2025. And a third in Belgravia that's currently in pre-application status and is expected to start construction in early 2025.

At the end of 2023, The Other House had 128 employees (who we refer to as Housemates).

SETTING THE SCENE

LOOKING BACK: 2023 was a big year for The Other House...

1.

It was the first full year of operating our South Kensington property (currently our only 'live' location).

2.

We created an internal ESG department (a rarity in the hospitality industry) and our operational ESG Strategy to reflect the time, effort and cost we had put into developing that property with the latest technology.

3.

We began organising and monitoring relevant ESG information and documents from across the business to ensure that environmentally friendly and socially responsible decisions were being made both in our development and operational business lines.

Our work to date has seen The Other House recognised as Global Sector Leaders in Real Estate following our GRESB Real Estate Assessment in 2022 and 2023.

This assessment is the global standard for ESG benchmarking and reporting for those investing directly in real estate. We also obtained Positive Luxury's Butterfly Mark, demonstrating our commitment to sustainability, ethical practices, and positive environmental and social impact.

LOOKING FORWARD: During 2024, we will...

1.

Set a net zero target for our South Kensington property.

2.

Start the implementation of our diversity and inclusion programme.

3.

Engage with local community NGOs in the locations where we operate.

4.

Eliminate single-use plastic in our customer-facing operations.

5.

Change the way we engage with partners across our supply chain to ensure they share our values.

6.

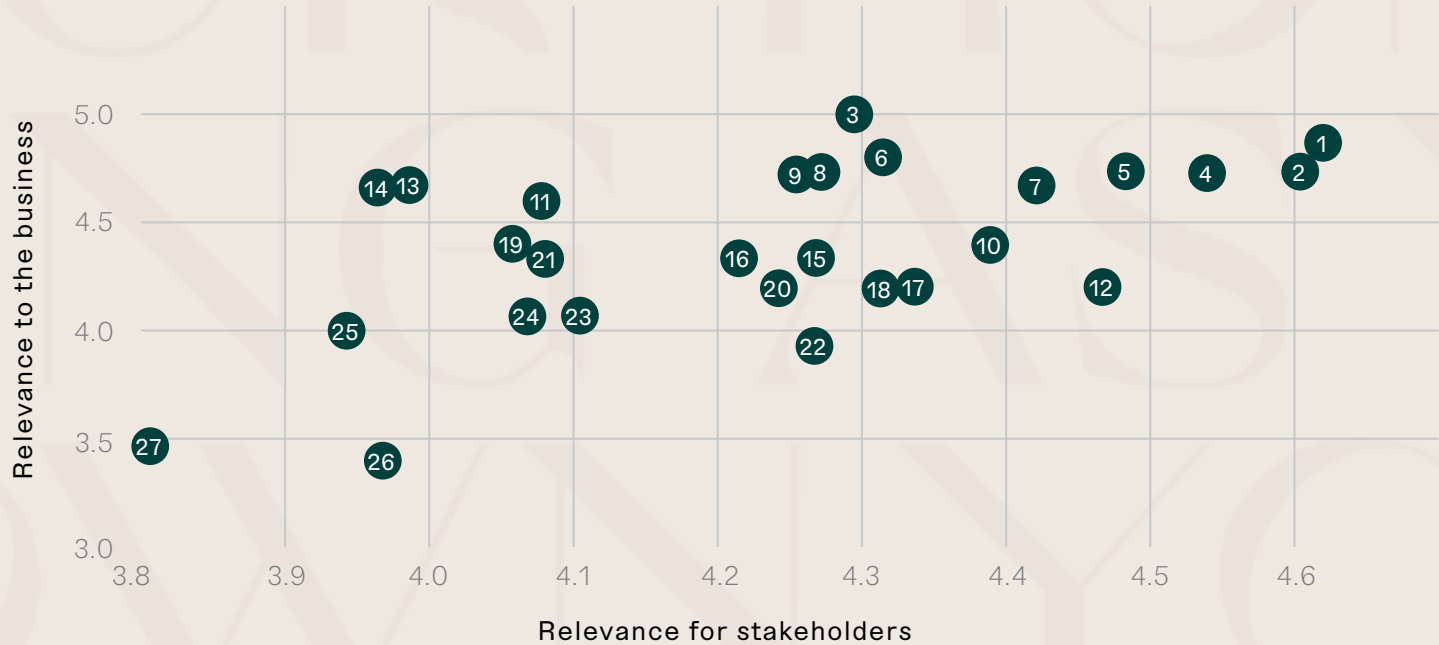
Work to improve our GRESB assessment score, and certify South Kensington with BREEAM.



RETHINK, RESPECT, RESIDE.

OUR ESG STRATEGY

In August 2023 we carried out a Sustainability Materiality Assessment to align the ESG priorities and expectations of the business and our stakeholders (customers, employees, investors, suppliers). These valuable insights informed the development of The Other House's ESG Strategy which is centred around 'Rethink, Respect, Reside'.



TOPICS CONSIDERED

1	Energy Consumption & Efficiency	10	Waste Management	19	Sustainability Economic Performance Measurement
2	Health & Safety (Residents, Members & Guests)	11	Operational Resilience & Risk Management	20	Talent Acquisition, Management & Retention
3	Business Ethics	12	Employee Well-being	21	Sustainable Packaging
4	Health & Safety (Employees)	13	Governance Structure & Mechanisms	22	Resident, Members & Guest Engagement
5	Human & Labour Rights	14	Legal & Regulatory Management	23	Biodiversity
6	GHG Emissions (Net Zero)	15	Water Consumption	24	Community Relations
7	Renewable Energy	16	Sustainable & Local Sourcing	25	Certifications & Accreditations
8	Circular Economy	17	Diversity, Equity & Inclusion	26	Social Enterprise & Charity Engagement
9	Cyber Security & Data Privacy	18	Air Quality	27	Animal Welfare

OUR ESG STRATEGY FOCUSES ON FOUR KEY AREAS



SUSTAINABLE LIVING:

create a pathway towards a net zero carbon emissions footprint across our operating properties, and be at the forefront of sustainability and energy efficiency in the hospitality industry.



CIRCULAR STAYS:

find opportunities across the business to migrate towards circular solutions. This includes changing the way we interact with suppliers, residents, members and guests.



SHARED VALUE:

be a company that promotes social and economic development of our internal and external stakeholders, and nurture a diverse and inclusive workforce.



BUILDING TRUST:

bring everyone on this sustainability journey and create confidence through consistent actions, transparent communication, and ethical behaviour.

The following pages outline the actions we've taken in each of these four areas, and the results we've seen so far. What you'll read is a summary of our efforts as a company, and our work in our South Kensington property. A more detailed snapshot of our ESG progress at our Covent Garden property is provided at the end of this report.



RESOURCE EFFICIENCY

Greenhouse gas emissions are the main contributor to the climate crisis, and we are committed to reducing ours as much as possible. Below are some of the actions we've taken.

ENERGY CONSERVATION

In order to avoid energy waste, when our rooms (which we refer to as Club Flats) are unoccupied, the room temperature returns to its set point and the lighting automatically turns off.

Additionally, they are set back to a wide dead-band of temperature and lighting to avoid unnecessary heating and cooling.

ENERGY PERFORMANCE CERTIFICATE (EPC)

Our South Kensington property has an A energy rating. Given that properties similar to ours would typically be rated C if they were existing buildings, and rated B for newly built ones, our A rating is a true testament to our energy-efficient approach.

GREEN ROOF

A section of the South Kensington property has a green roof that provides insulation, reducing the need for heating in the winter and cooling in the summer. This also slows down the rate at which water is released into the drainage system, serving to capture carbon and provide support for the local biodiversity.

HEAT PUMPS

Instead of using a conventional heating method that directly produces CO² as a result (gas boilers), we've installed air-source heat pumps to reduce the property's carbon footprint.

These pumps work by extracting energy from a natural source, in this case the outdoor air, then amplifying it and transferring it around the building. Heat from the outside air, is transferred to a refrigerant liquid which evaporates into a gas before heating the building's hot water storage system and distributing hot water to our residents.

This process significantly reduces direct CO² emissions and helps us be more energy efficient.

LIGHT FITTINGS & LAMPS

Low-energy LED light bulbs are used throughout the property as they are the most energy-efficient option when it comes to lighting a building. Our lights use 75% less energy, on average, and last 25 times longer than traditional light bulbs.

NO GAS, 100% ELECTRIC

We do not use gas at all in the property. Instead, we are 100% electric and rely solely on the grid decarbonisation. This system creates zero emissions and helps us reduce air pollution.

SWIMMING POOL

By using UV filtration for the pool, instead of chemicals, we reduce the use of chlorine by 50%. We also have a liquid pool cover which reduces how much energy we use to heat the pool.



WATER MANAGEMENT

All of the property's water fixtures were selected to be as efficient as possible. This affected our design decisions - from installing low-flow toilets and showers, to 98% of club flats having showers instead of bathtubs. Additionally, in an effort to reduce single-use plastic, we provide all club flats and food outlets with refillable glass water bottles. As our water system filters water for it to be 100% potable, these bottles can be refilled from the bathroom taps, bar, and kitchen.

A PATHWAY TO NET ZERO

A PATHWAY TO NET ZERO

The climate crisis is at the forefront of our operational decisions. We view reducing our emissions as both an opportunity for innovation and a way for us to get ahead of potential physical and financial risks.

We have undergone our first Scope 1, 2 and 3 emissions assessment (carried out by an external third party), and have set 2023 as a baseline year for our South Kensington property.

In 2024 we will use this information to set an ambitious, but achievable, net zero target.

From this scoping, we can clearly see that our biggest generator of carbon emissions (and therefore our biggest opportunity to reduce them) is within our value chain (scope 3). We are now rethinking how we can engage with our suppliers to lower these emissions.

In order to reduce our energy consumption and, as a result, our scope 2 emissions, we are upgrading our building management system and undergoing an energy audit.

OVERALL EMISSIONS

Our total emissions for 2023 were 2,532 tonnes of CO₂e. This can be broken down into:

SCOPE 1 EMISSIONS:

Direct emissions from owned or controlled sources (gas, vehicles and refrigerants) totalled 203,100 kgCO₂e. This represents 9% of our total emissions.

SCOPE 2 EMISSIONS:

indirect emissions from the generation of purchased electricity totalled 890,525 kgCO₂e. This represents 39% of our total emissions.

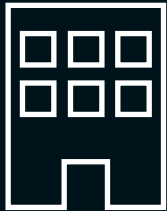
SCOPE 3 EMISSIONS:

all other indirect emissions that occur in our value chain (waste, water, business travel, accommodation, staff commutes, and suppliers) totalled 1,172,055 kgCO₂e. This represents 52% of our total emissions.

The Other House’s total absolute carbon footprint in 2023 was:

2,532 TONNES CO₂-EQUIVALENT

HEAD OFFICE
11%

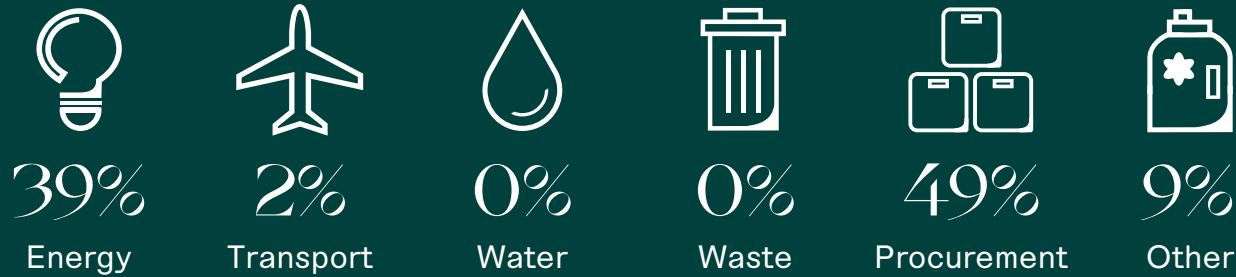


SOUTH KENSINGTON
89%



IMPACT	kgCO ₂ e	%
Head Office	265,902	11
South Kensington	2,265,680	89
Total	2,531.582	100

THE OTHER HOUSE TOTAL CARBON FOOTPRINT FOR SOUTH KENSINGTON
IN 2023 WAS **2,266 TONNES CO2-EQUIVALENT**



IMPACT	GHG PROTOCOL SCOPES	kgCO2e
Energy	2	890,525
Transport	1, 3	40,506
Water	3	9,829
Waste	3	2,735
Procurement	3	1,118,984
Other	1	203,100
TOTAL	1, 2, 3	2,265,680

CARBON EMISSIONS PER CUSTOMER AND PER NIGHT BOOKED AT
SOUTH KENSINGTON, ACCORDING TO GHG (GREENHOUSE GAS)
PROTOCOL 2023.



109,791 CUSTOMERS
21 kg CO2eq / CUSTOMER



59, 149 NIGHTS BOOKED
38 kg CO2eq / NIGHT

“TO HAVE A
POSITIVE
IMPACT”

OTHER
HOUSE

THE OTHER HOUSE IN NUMBERS - 2023

Location	Energy (kWh)	Gas Consumption (m ³)	Water Consumption (m ³)
Head Office	28,384	0	173.52
South Kensington	4,300,514	0	26,003.70
TOTAL	4,328,898	0	26,177.22

Waste	Total Waste (tonnes)	Landfill	Waste to Energy (kg)	Recycle (kg)	Food Waste
Head Office	1.27	0 (0%)	646 (50.83%)	625 (49.17%)	0 (0%)
South Kensington	149.5	0 (0%)	50,735 (33.93%)	62,645 (41.89%)	36,134 (24.16%)
Total	150,77	0 (0%)	51,381	63,270	36,134

GHG Emissions	GHG Total (tonnes of CO2e)	Scope 1 (tonnes)	Scope 2 (tonnes)	Scope 3 (tonnes)
Head Office	265	0	5 (2%)	260 (98%)
South Kensington	2,265	203 (9%)	890 (39%)	1,172 (52%)
Total	2,532	203 (8%)	895 (35%)	1432 (56%)

C I R C U L A R

**WASTE MANAGEMENT
& PREVENTION**

Sending waste to landfill discharges carbon dioxide and takes up space, which in turn causes soil and water pollution. So, when we choose to reduce, reuse, recycle and prevent waste, these are decisions that both preserve our resources and protect our environment. It's why we're proud to say that in 2023, from the waste we generated, 0% went to landfill. 66.07% was recycled (mixed recycling, food waste and glass) and the residual 33.93% was diverted from landfill.

ROOM ACCESS

We have developed an app which, amongst other things, allows residents to access their club flat. This avoids the use of wasteful plastic keycards but, where a resident prefers one, all of our keycards are made of FSC-certified black walnut wood.

COTTON TOTE BAGS

Residents are given cotton tote bags for their daily shopping. These bags are reusable and reduce the need for single-use plastic bags.

REUSABLE TOILETRIES

Instead of using mini toiletries like traditional hotels, we use large reusable toiletry bottles. This prevented roughly 3.2 tons of waste in 2023 (we estimate we would have had to use 330,000 'standard' toiletry bottles). The pumps on the bottles are recyclable at their end of life.

THE OTHER
HOUSE

At The Other House, we recognise the importance of transitioning to a circular economy that maximises the use of resources, reduces waste, and minimises the depletion of natural resources.

PAPERLESS INTERACTIONS

Where possible, the majority of our interactions are paperless. This includes our billing process, e-check in and e-check out, tickets in our bar and kitchen, and our housekeeping team using devices rather than paper to keep track of the Club Flats that require cleaning.

IN-ROOM RECYCLING

We encourage our residents to recycle wherever they are in the property, and all of our club flats have both a waste bin and a recycling bin.

S T A Y S

**BAR & RESTAURANT**

At Owl & Monkey (South Kensington's cocktail bar), we aim to reduce our environmental impact by lowering travel emissions and preventing glass waste. For example:

Local partners:

Our sourcing looks at quality, diversity and locality. 83% of what we serve comes from brands based in either Europe (51.81%) or the UK (31.42%). We're aiming to increase this percentage and lower emissions in the process.

ecoTOTES:

For some of our brands, we use 4.5 litre [ecoTOTES](#) which prevent the need for glass bottles and provide a closed loop circular economy system.

Wine kegs:

Some of our partners have their wine delivered in kegs rather than bottles. Using 20L wine kegs allows us to have wine on tap and prevents over 274 kg of glass waste.

No bottled water:

We do not purchase bottled water, both glass and plastic, as we've installed a high-quality water filtering system for all to use. If we had used plastic bottles in The Other Kitchen (South Kensington's café), we would have generated 1.2 tons of additional waste.





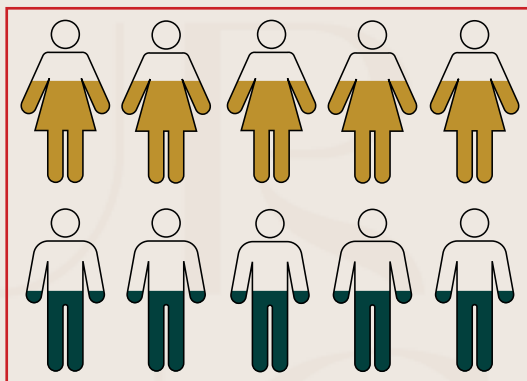
Our company policies and operating practices look to enhance our competitiveness while simultaneously advancing the economic and social lives of our Housemates (team members) and the communities we operate in.

A diverse and inclusive workplace fosters more engaged employees, higher levels of innovation, and an atmosphere of respect regardless of title or department.

GENDER PAY GAP (JUNE 2023)

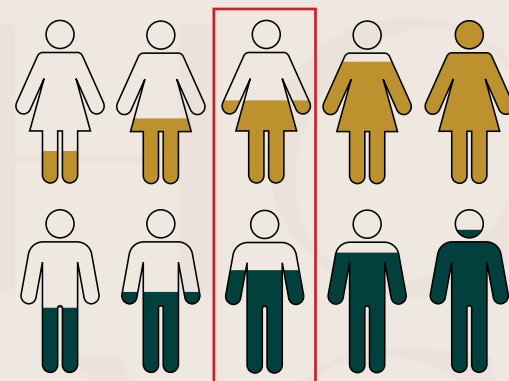
MEAN:

Women earn **+4.2% more** than men.



MEDIAN:

Men earn **+7.4% more** than women.

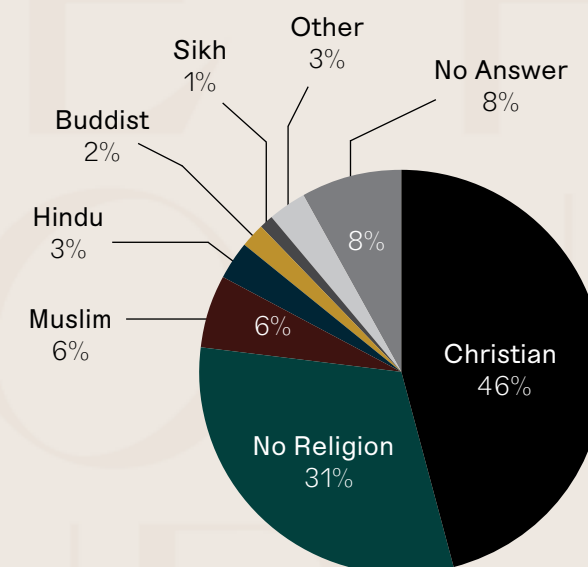


We ensure that men and women are paid equally for the same job.

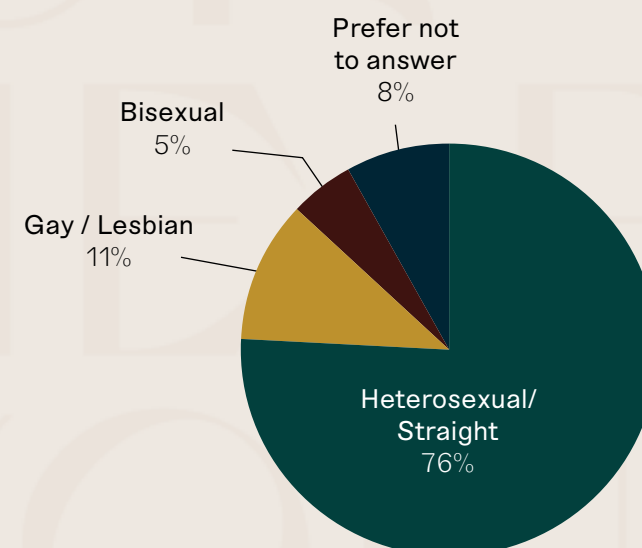
DIVERSITY, EQUITY & INCLUSION

In 2023, our first Diversity, Equity & Inclusion survey - in which 70% of our Housemates participated - measured key employee information regarding diversity.

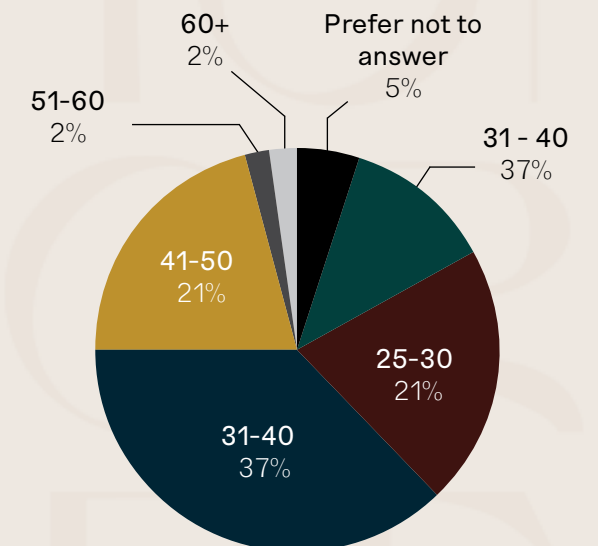
RELIGION



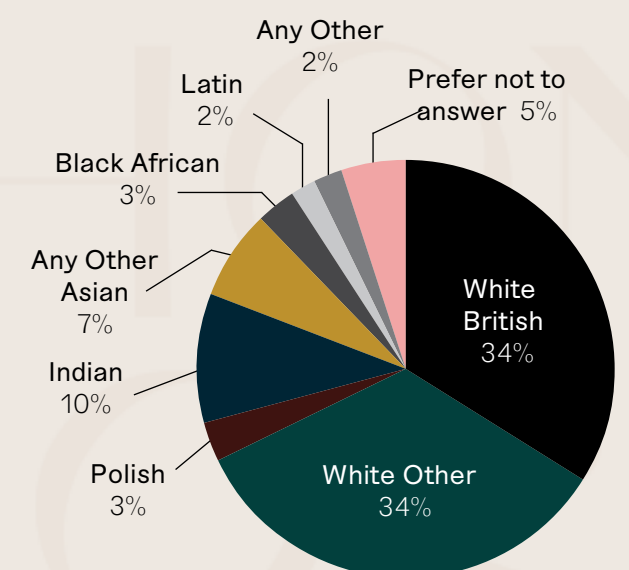
SEXUAL ORIENTATION



AGE

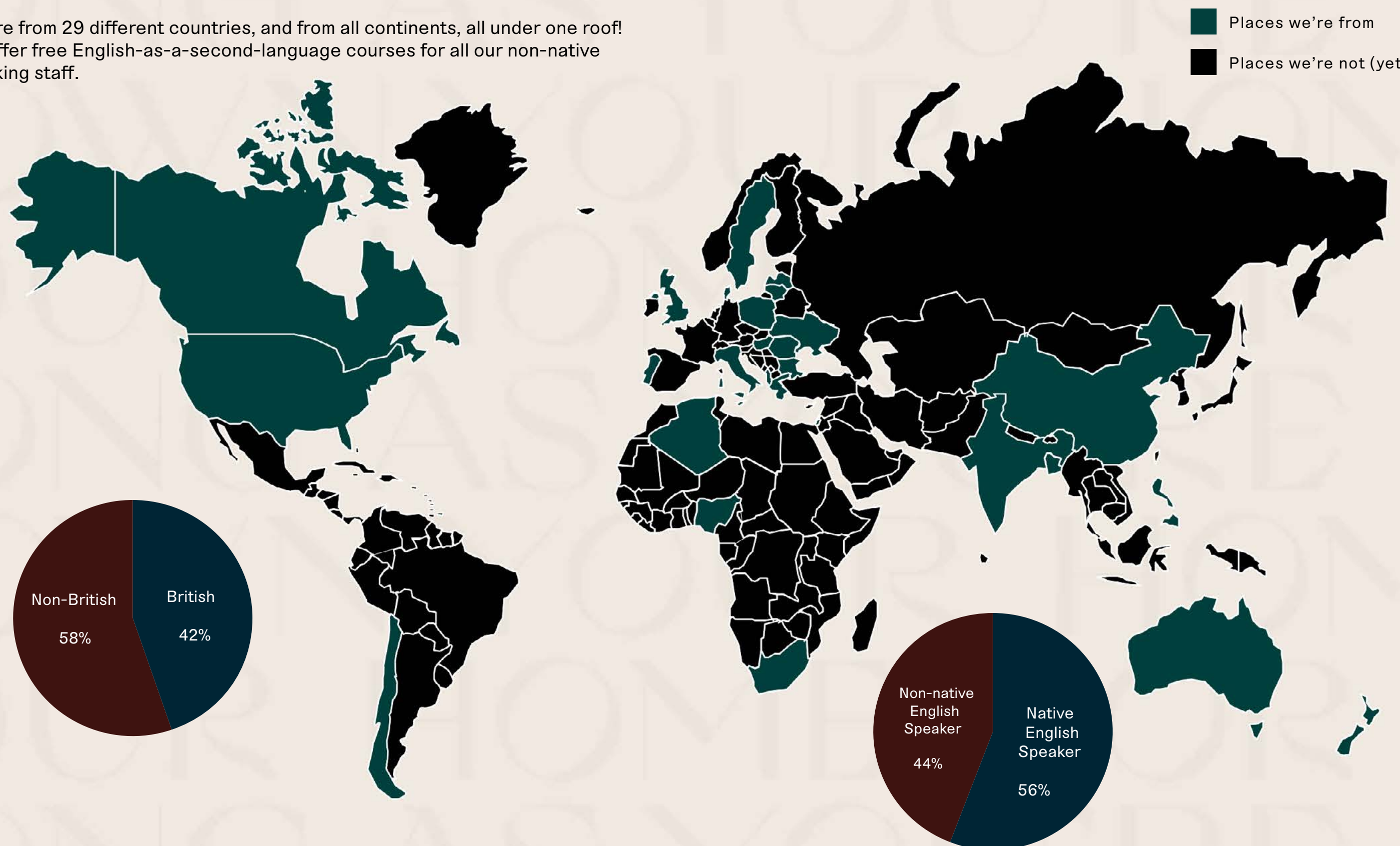


ETHNICITY



WHERE OUR TEAM COME FROM

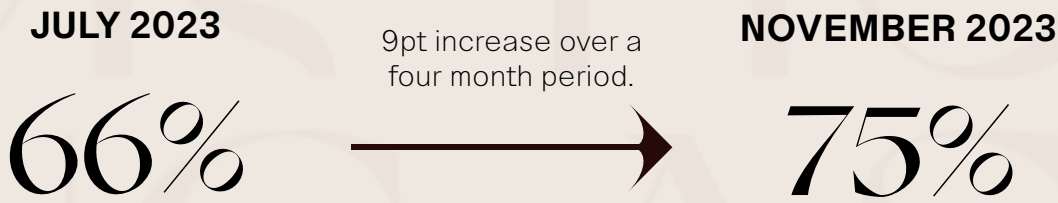
We are from 29 different countries, and from all continents, all under one roof! We offer free English-as-a-second-language courses for all our non-native speaking staff.



WORKPLACE CULTURE

2023 EMPLOYEE ENGAGEMENT SCORES

Our dedication to cultivating a supportive and engaged workplace culture is reflected in our bi-annual employee engagement surveys. In 2023, we saw notable improvements.



This 14% increase in engagement underscores our commitment to listening to our team members, implementing meaningful changes, and creating an environment where every team member feels valued and motivated. The increase inspires us to continue enhancing our initiatives to develop even greater engagement and satisfaction among our team.

Following these scores and feedback, the below actions were taken:

Promote recognition:
Introduced the Housemate Hero Award (a peer-nomination award to recognise outstanding performance), South Kensington Departmental Hero Award, and a Perkbox shout-out to thank and recognise Housemates.

Improve rewards:
Brought in departmental incentives, Act of Brilliance programme, 5* review rewards, and annual awards to recognise and reward exceptional contributions.

Increase socials:
Team-building budgets were given to each department to engage and reward people socially.

Better communication and accessibility:
Introduced Teams channels, bi-annual reviews, coffee chats, and ‘town hall’ meetings.

More facetime:
Installed digital info screens in our staff restaurant, ‘10 at 10’ meetings on site to keep everyone up to date with daily highlights and tasks, People Talk (our weekly newsletter), Housemate Hub (a portal with essential links for team members e.g. key forms, scheduling and mental health resources), and the Six Week

Regular feedback:
We have introduced a digital ‘suggestion box’ to share ideas (and get rewarded if chosen), surveys on our employee support, Culture Amp to gain regular feedback, and a members’ & residents’ feedback form via QR code.

2023 COMPANY ACTIVITIES

Staff parties in summer and at Christmas celebrated our team's hard work and fostered a stronger sense of community.

Smaller ad-hoc celebrations were also run (e.g. easter, halloween, picnic day).

Departmental team-building and sponsored activities strengthened teamwork and collaboration.

Company-wide Town Hall meetings were held regularly to keep everyone informed and connected.

Housemates' lunch.



C O M P A N Y B E N E F I T S

- 50% off the company's F&B outlets.
- 'Housemate' and 'Friends & Family' rates: special accommodation rates for employees and their loved ones.
- Salary exchange - Cycle to Work: encourages eco-friendly commuting while providing a tax-efficient way to purchase a bicycle.
- Salary sacrifice - workplace nursery: supports working parents with tax-efficient childcare solutions.
- Salary sacrifice - Will writing service.
- Refer a friend scheme: rewards employees for referring successful candidates to the company. 20.8% of our 2023 hires came from referrals.
- Loyalty rewards: acknowledges and rewards long-term service.
- Private healthcare: gives eligible employees access to quality medical care.
- Private pension scheme: helps employees plan for their future.
- Enhanced company sick pay: provides financial security during illness.
- Enhanced company Maternity/Paternity Leave: offers support for new parents.
- Perkbox for benefits, discounts, recognition, rewards, wellbeing support and engagement.
- Housemate Hero Award (peer monthly award).
- Annual awards.
- Departmental incentive aligned to targets.
- Wagestream: allows employees to access earned wages before payday, reducing stress and offering financial flexibility.
- Med24: offers 24/7 access to medical advice and support.
- Free meal at South Kensington: ensures our team is well nourished during working hours.
- Free food, snacks and drinks at Head Office.

2023 INITIATIVES

MENTAL HEALTH SUPPORT

Wisdom App and Employee Assistance Programme

offers a range of mental health resources and support services. This includes mental health first aid training that provides immediate support for team members who require it **(in 2023 we had 1 mental health first aider present for every 12 employees)**.



LEARNING & DEVELOPMENT

We have a two-day onboarding process for all new housemates. This takes them through who we are, our company values, and the benefits of working at The Other House. Housemates are also given health and safety training, deep departmental understanding, and a standards overview. Housemates then receive a 4-week training plan and a dedicated trainer to help them settle.

We provide continuous professional development in the shape of:

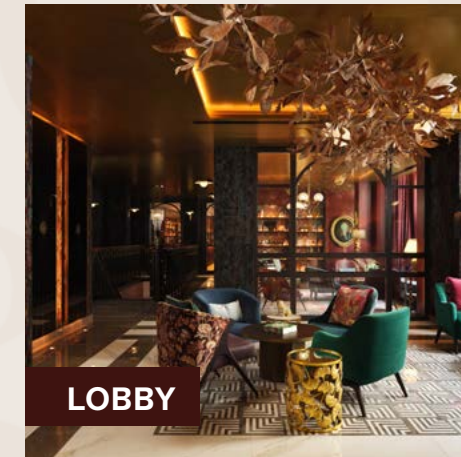
The Other House's Leadership Programme

Funding for courses and qualifications (training agreements)

Self-learning courses open to all housemates (via Culture Amp & Mapal)

Twice annual reviews for housemates to display personal development and set development goals

COMMUNITY BENEFITS



LOBBY



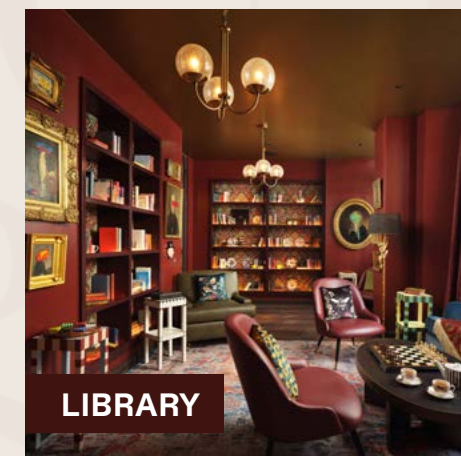
THE OTHER KITCHEN

The Other House aims to have a positive impact on residents, members, and the local community. From a community perspective, this means giving new life to buildings through considerate renovations and refurbishment, and creating a hub of engaging activity that the local community feel part of and proud of. A space they want to hang out in, whether they're here for a Monday meeting or weekend brunch.

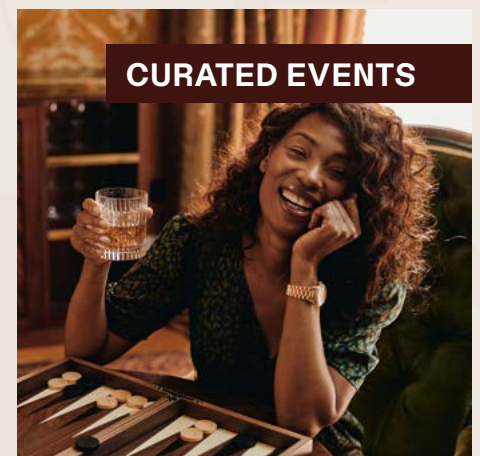
The local community have full access to:



OWL & MONKEY



LIBRARY



CURATED EVENTS



BOOKABLE MEETING ROOMS



PRIVATE DINING ROOMS



Transparent and consistent behaviour is essential if we want to build confidence and loyalty amongst our stakeholders (customers, employees, investors and suppliers).

CERTIFICATIONS

We cannot mark our own work. It’s vital that we get the relevant certifications to externally verify what we’re doing and what we’re saying. In 2023 we obtained the following:



Carbon Risk Real Estate Monitor (CRREM):
We are aligned to the CRREM science-based decarbonisation pathways to ensure our buildings are rebuilt and repurposed for future energy efficiency with a reduction of carbon footprint during the process.

Cyber Essentials:

This certification, backed by the UK government, ensures we implement fundamental cybersecurity measures that help us protect stakeholder data against common online threats.



Global Real Estate Sustainability Benchmark

(GRESB): this prestigious certification named The Other House as Global Sector Leaders in Real Estate in recognition of our dedication to sustainable and responsible business practices, as well as our ongoing efforts to integrate positive ESG principles into our operations. By participating in GRESB’s rigorous assessment process, we have demonstrated our transparency, accountability and leadership.



Positive Luxury:

we hold the Butterfly Mark from Positive Luxury – a globally respected trust mark awarded to luxury brands, retailers and suppliers that meet the highest standards of independently verified ESG performance.

Safehotels:

this independent certification recognises The Other House as adhering to high standards of safety and security, ensuring the wellbeing of guests and staff.



Note: we are aiming for a BREEAM rating of ‘Excellent’ in our South Kensington property, having already secured this rating for the design stage of our Covent Garden property. BREEAM is a comprehensive, science-based system for validating and certifying sustainable buildings.





We carefully choose suppliers who share our values and commitment to being environmentally friendly, socially responsible, and as local as possible. In 2024 we will implement a New Supplier Onboarding System that assesses a supplier’s ESG principles. Existing suppliers will also be asked to complete this assessment. Below is a snapshot of the suppliers we work with...

AURA DEMI – BATHROBES

We aim to reduce travel emissions by sourcing our bathrobes from Aura Demi in Turkey, as opposed to further away, and by ordering in bulk. The inside lining of the robes is made from fast-growing bamboo, while the robes are only offered on request to remove unnecessary laundry.

DÉCOR - DECORATIVE BOOKS

All the books in our club flats, library and keeping room are reclaimed old books that have been rescued from landfill. Instead of purchasing new books, we’re providing a second life to wonderful antiques.

HYPNOS - MATTRESSES

This UK family-owned company and British manufacturer was the first carbon neutral bedmaker in the world. Hypnos’ mattresses are free of chemical-based foams and 100% recyclable. The company is certified by Planet Mark, works with Cotton Connect and the Better Cotton Initiative, and was a recipient of the Queen’s Award for Enterprise for Sustainable Development.

BANKS LYON BOTANICAL

Natural ingredients. Recyclable packaging. Supporting UK business. Bulk order to minimize deliveries. These are only given to medium and long-term guests, therefore there should not be any wasted soap going into the environment. Cruelty Free, 100% Natural, Vegan.

FOOD SUPPLIERS

Reduce emissions by selecting ingredients that come primarily from UK or Europe. Reducing food waste, as oranges and lemons once we use their peel, they are dehydrated and used for garnish. We don’t use cling-film to wrap bottles at the end of the shift.

ARTWORK

We locally sourced (UK) over 100 discarded 18th-century oil paintings as the foundation for our antique artwork collection. Our focus extends beyond the historical value of the art to highlight the beauty and craftsmanship of the frames. When the artwork did not meet our standards, we repurposed the frames into stunning decorative mirrors. By blending tradition with innovation, we revitalised these pieces with modern touches and vibrant splashes of colour, celebrating the power of reuse while honouring their rich heritage.

RICHARD HAWORTH - LINEN/HAND TOWELS/NAPKINS

Richard Haworth is a UK family business committed to achieving zero emissions for Scope 1 and 2 emissions by 2025. They are members of the Better Cotton Initiative and SEDEX - an online platform for companies to manage and improve working conditions in global supply chains.

SYBRON - CLEANING

We work with Sybron to supply our cleaning products. This reduces packaging systems, allows us to reuse our spray bottles, and delivers better product longevity. Sybron is a carbon neutral company and CHSA accredited distributor. All key paper lines conform to the FSC accreditation and they are part of the Cleaning & Hygiene Suppliers Association.

ECOVIBE

Requested delivery in bulk to reduce packaging and for items not to be individually wrapped Sponge (made from cellulose a natural wood fiber). 100% biodegradable, plastic free and non-toxic to the environment. Require less soap.

VEOLIA

Waste Management. We recycle as much as we possibly can. When we cannot recycle, our waste does not go to landfill and goes to an energy recovery facility.

EDF ENERGY

Using only electricity rather than gas, and that electricity comes from renewable and nuclear energy, so no fossil fuel is used in our energy consumption.

FIGGJO

Serving Plates, made from UK Clay and made by a UK business. Production uses natural raw materials. Zero emissions to the external environment. Long lasting and recyclable as made from environmentally friendly and contain no harmful materials.

SUPREME CREATIONS/ BAGS OF ETHICS

Cotton reusable tote bags provided for daily shopping, reducing the need for single use plastic bags. Cotton Farmers do not use pesticides and they are biodegradable, and use of sea freight rather than air. Fairtrade and REACH compliant cotton/ Biodegradable fibers/ SEDEX members.



OWL & MONKEY SUPPLIERS

In our bar, the Owl & Monkey, we prioritise serving local, environmentally friendly, and socially responsible spirits, wines and beers. We still have work to do, but we’re proud to partner with:

Avallen Calvados	A planet positive Calvados. Not only a B Corp Certified company but also a member of 1% for the Planet. Winner of Sustainable Spirits and Product award for ecoSPIRITS partners.
Belvedere Vodka	Certified by Positive Luxury. Organic product.
Forest Beer	Brewed in London and independently owned.
Macallan Whisky	Fully integrated approach to land management, regenerative agriculture, and biodiversity protection and enhancement. Certified by Positive Luxury.
MexEco	PolyAgaver® straws are made from upcycled agave which decomposes 200 times faster than regular plastic.
Mijenta & Altos Planos	World’s first B Corp Certified tequila Additive free, sustainable, carbon neutral Eco-friendly packaging.
Portobello Road Distillery	London-based gin distillery. Official ecoSPIRITS Climate Partner. Use ecoTOTES.
Two Drifters	B Corp Certified carbon negative rum Devon-based distillery Uses 100% renewable energy, electric vehicles, carbon neutral packaging and courier IWSC Sustainability Innovator award 2023



OWL & MONKEY

THE
OTHER
HOUSE

COVENT GARDEN

- NOW IN PROGRESS:

While the previous showcases our work at our first Residents' Club in South Kensington, our commitment to positive ESG principles also extends to our development projects, namely the current construction of our second location in Covent Garden.

When selecting new locations, instead of building properties we prioritise redeveloping and reconfiguring existing ones that are no longer fit for purpose. We also choose locations that are easily connected to public transportation and do not provide car parking. All of this helps us reduce our environmental impact before we've even begun construction.

And when construction does begin, minimal intervention is standard in the way we build. We look to retain structure, conserve architectural heritage, and protect and enhance the existing environment in addition to reducing the embodied carbon of the building.

Our Covent Garden development is the physical manifestation of the above ethos. The property - originally known as Wellington Block - comprises seven existing buildings, four of which are architecturally listed, with our development set to extend the lifetime of the building.



We are responding to the likely risks and consequences of climate change by incorporating principles of sustainable design into construction. This means: using premium durable materials, providing flexible and high-quality floorspace, optimising resource efficiency, enabling the incorporation of, or connection to, future services or facilities, and minimising the need for machinery during the construction phase.

We want Covent Garden to be a symbol of what long-term environmental stewardship can look like in the hospitality industry. As its owner, developer and operator, we are embedding our ESG strategy into a property we will later manage. It's in our interests to build well and, by controlling the development first-hand, we can ensure that sustainability standards are never compromised.



CERTIFICATION

During the design stage, we undertook a comprehensive **BREEAM assessment and achieved an 'Excellent' rating with a score of 78.9%**. This reflects our commitment to sustainable and environmental performance in our Covent Garden property.

MATERIALS

We are refurbishing, and reusing, as many of the site's existing materials as we possibly can. This reduces waste and avoids emissions from bringing in new materials (both embodied and transportation). When we are finished, we estimate that **over 50% of the building's CO2 volume will be built with retained materials: concrete, metal, wood, brickwork and cast (amongst others). This also includes the new three floors we are also adding to the structure.**

Where new materials are used to build, our procurement plan encourages the purchase of environmentally friendly, sustainable and local products and processes:

All timber used for the construction of Covent Garden is FSC (Forest Stewardship Council) or PEFC (Programme for the Endorsement of Forest Certification).

Plus 97% of cement used has at least 50% of **GGBS (Ground Granulated Blast-furnace Slag)**

WASTE MANAGEMENT

During the development process of Covent Garden, we've made significant efforts to reduce our wastage and divert from landfill.

94.76% of non-hazardous construction waste diverted from landfill

87.94% of non-hazardous demolition waste diverted from landfill

97.14% of non-hazardous excavation waste diverted from landfill

LOCAL HIRING

Our contractor attends and recruits from the Westminster City Council job fair, community-based careers fairs organised by the Council, and local college careers fairs. They also prioritise submitting job adverts for labourers, traffic marshals and hoist drivers through the Council's Westminster Employment Service.

Our contractor offers engineering and multi-trade work experience placements for male and female students from Westminster Kingsway College, as well as student site visits with construction course co-ordinators.

RESOURCE EFFICIENCY

As in our South Kensington property, we've designed Covent Garden to be as resource efficient as possible once it's open. Each club flat will have individual energy meter readings which we'll share with residents so they can be mindful of their consumption.

Real estate development is already energy intensive, so in our current construction phase we have instructed contractors to use energy-star rated equipment, switch off equipment when not in use, maximise the availability of natural light, use mains electricity, and utilise alternative or hybrid biofuels. We have also made sure that water-efficient and low-flow equipment is used within facilities, and that water-consuming equipment is switched off when not in use.

COMMUNITY INVOLVEMENT

We are committed to ensuring that the contractor undertaking the works at Covent Garden does so in a way which is both considerate to local residents and to the wider environment. We are also a member of the **Covent Garden Community Association**.

CONSIDERATE CONTRACTORS

The Covent Garden site is registered under the Considerate Contractors scheme. This is a formal pledge to respect our community, care for the environment, and value the workforce involved.



COMMUNICATION

Construction activities can be disruptive to neighbourhoods. This is why we regularly engage with neighbours to discuss our works and have set up a website (**wellingtonblock.co.uk**) for anybody to raise a query. We have already taken queries into account and implemented changes to the development plan (for example: we have agreed quiet periods and limit noise during the matinee performances of local theatres). We use the website to provide details of site progress and notify people of all works ahead of time – highlighting any works that are likely to be noisy, dusty, or create vibration and disruption. Further details of minuted meetings, relevant documents and communication channels can be found at **wellingtonblock.co.uk**.

S O U T H
THE OTHER
HOUSE
K E N S I N G T O N

2023 IMPACT REPORT

THE OTHER HOUSE
SOUTH KENSINGTON
JUNE 2024