

2022

IMPACT REPORT

edyn



CONSIDERATE



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Our journey



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Our journey to a more sustainable future.

At edyn, we seek to create a harmonious relationship between our operations and activities, and the environments in which they are situated. We believe this is what our guests want, and it's certainly what our communities expect. It is for this reason that we take the journey towards sustainability seriously.

Our community was founded on the belief that hospitality can enrich the lives of our guests and colleagues, but we recognise our industry can also have a detrimental impact on the sustainability of the resources we consume. We're conscious of the fragility of our biosphere and believe organisations like ours have a role to play in its protection.

We want our work to positively impact everyone we interact with, including our colleagues, guests, communities, and suppliers. This can be a difficult goal to achieve - particularly when it requires balancing sometimes conflicting demands from our stakeholders. However, we believe passionately in the value of long term, productive relationships and are committed to deepening engagement with all our partners to prioritise their wellbeing.

Our intention has always been to care for the life within and around us. This report shows our commitment to a deeper and more structured response to sustainability – one that can be understood and measured objectively, and that's aligned to the globally recognised UN Sustainable Development Goals.

As a young, fast-growing business we have lots to learn about sustainability, but we're committed to continuous progress. In this report we'll outline our approach, strategy and actions in each area: environmental, social, and governance. By first focusing on areas within our control, we intend to get our own house in order before expecting action from our stakeholders.

Finally, thanks to Considerate Group for advising us in developing our strategy and supporting us on our sustainability journey since we began in 2022.



Stephen McCall
CEO, edyn



edyn

Soulful hospitality.

We create sanctuaries where free-thinkers belong.

At edyn, we combine the design and lifestyle sensibilities of boutique hotels with the freedom and flexibility of serviced apartments, developing distinctive brands and properties that offer vibrant experiences and are firmly rooted in their locality. Supported by our real-estate expertise and seasoned development team, edyn's unique, scalable business model offers operational flexibility and extraordinary economic resilience.



We're shaping a future-facing, hybrid approach to hospitality that enriches the neighbourhoods and societies in which we operate, while meeting the needs of today's traveller.

We believe travel should be a rich journey of discovery, rewarding curiosity with knowledge and inspiration. Our values guide us along the way, giving us the courage to...



Question.

Have the courage to question and challenge the status quo, and relish being challenged, taking intelligent risks based on deep insight.

Soulful



Evolve.

Look for different, better ways to do and to be, accepting accountability and empowering those around us to inspire a culture of creativity, innovation and change.

Be human.

Recognise humanity in each other and ourselves, accepting that perfection doesn't exist, all of us are vulnerable, and no one has a monopoly on good ideas.

hospitality

edyn

Soulful hospitality.

Although united by a common vision, our brands each have their own distinct personality.

Locke

Design-led and locally inspired, Locke is a home-from-home in six European cities (and counting), where you can be work-you, party-you, or intrepid-you – all at the same time.

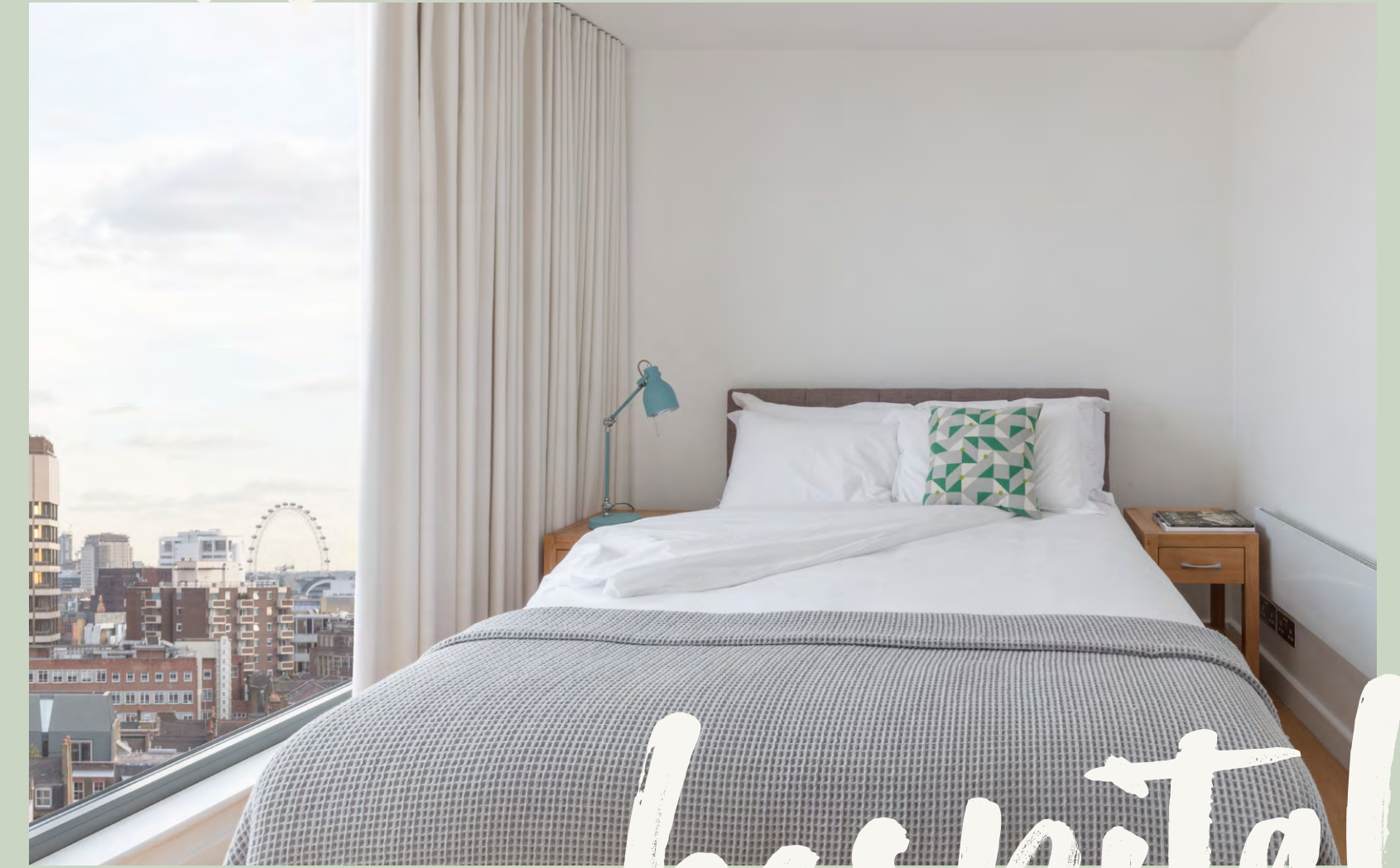


COVE

A curation of beautifully simple, joyfully efficient serviced apartments – based in five UK cities and two Netherlands locations – designed for life in all modes.



Soulful



hospitality

saco

Having pioneered serviced apartments in the UK, SACO offers places to stay that are so much more than a standard hotel room.

We have an opportunity to lead and define an emerging sector. This is our goal and we'll get there when we lead with purpose, stretching towards our vision and being true to our values.

Our multinational portfolio.

Asset	Stage	Brand	Location	Keys	Opening
Cove – Canon Street	Current	Cove	London	77	APR 2016
Leman Locke	Current	Locke	London	171	OCT 2016
Eden Locke	Current	Locke	Edinburgh	72	JUN 2017
Whitworth Locke	Current	Locke	Manchester	160	NOV 2018
Bermonds Locke	Current	Locke	London	143	SEPT 2020
Zanzibar Locke	Current	Locke	Dublin	160	DEC 2020
Beckett Locke	Current	Locke	Dublin	241	AUG 2021
Turing Locke & Hyatt Centric	Current	Locke & Hyatt	Cambridge	330	SEP 2021
Buckle Street Studios by Locke	Current	Locke	London	103	OCT 2021
Cove – Landmark Pinnacle	Current	Cove	London	162	DEC 2021
Cove – Centrum	Current	Cove	The Hague	121	MAR 2022
WunderLocke	Current	Locke	Munich	360	APR 2022
Wittenberg by Cove	Current	Cove	Amsterdam	115	NOV 2017
The Moorgate by Cove	Current	Cove	London	27	DEC 2018
Locke at Broken Wharf	Current	Locke	London	113	MAR 2020
Kingsland Locke	Current	Locke	London	124	MAY 2021
Schwan Locke	Current	Locke	Munich	151	JUN 2021
Cove – Paradise Street	Current	Cove	Liverpool	77	JUN 2021
3 Cove-Branded Assets	Current	Cove	UK	77	VARIOUS
11 SACO-Branded Assets	Current	SACO	UK	309	VARIOUS
Locke at East Side Gallery C	Current	Locke	Berlin	176	Q2 2023
Karsten Locke	Leased/Development	Locke	Copenhagen	236	Q2 2024
Ember Locke	Development	Locke	London	135	Q3 2023
Locke am Platz	Development	Locke	Zurich	80	Q4 2023
Locke de Santa Joana	Development	Locke	Lisbon	370	Q2 2024
Locke Lacepede	Development	Locke	Paris	145	Q4 2024
Locke at Cartier Circle	Development	Locke	London	279	Q4 2024

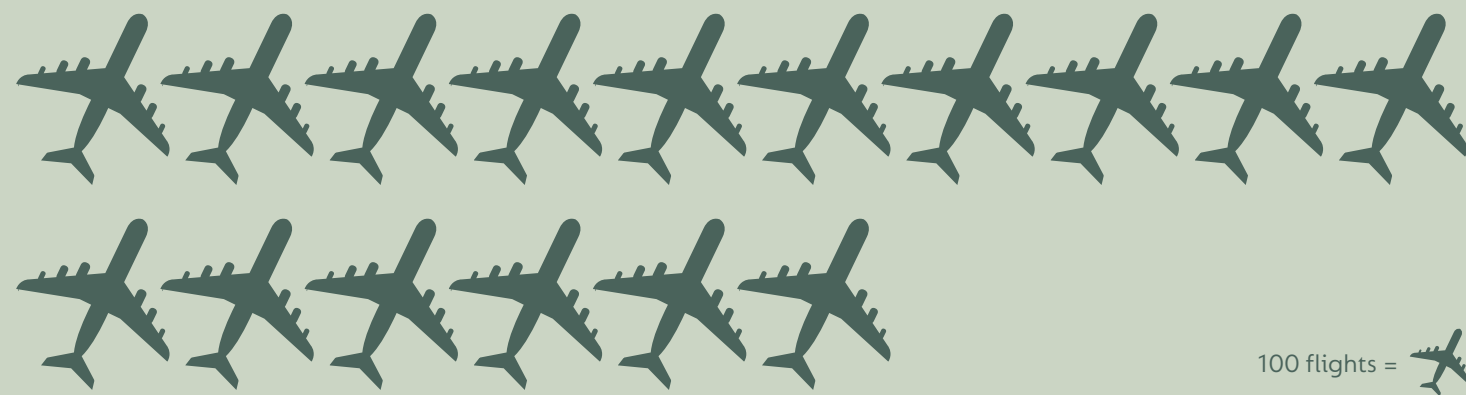


We came a long way in 2022.

Environment

4,077 tonnes

CO2 saved by procuring renewable energy



Equivalent to 1,600 transatlantic flights between London and New York



Baseline emissions measured across energy, water, waste and business travel

Business travel emissions dashboard produced to promote eco-conscious travel

884 Mwh

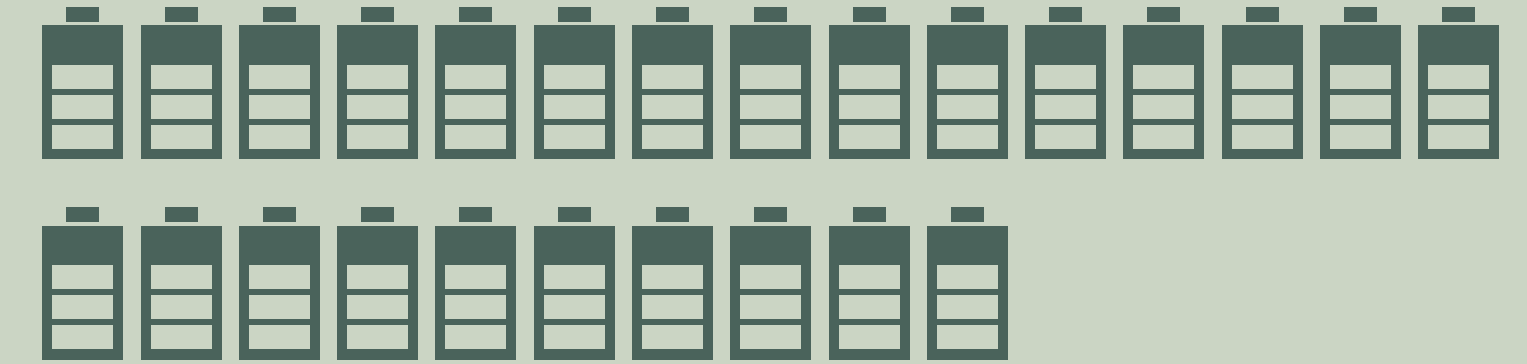
gas saved from fossil fuel-based extraction by procuring 'green' gas¹ from agricultural waste



Equivalent to the annual consumption of 74 medium-sized UK homes

25 energy audits

commissioned to identify initiatives to reduce consumption



25 properties

onboarded to Con-Serve™ to monitor resource consumption and emissions



We came a long way in 2022.

Social



4.3/5 score

for sustainability on guest satisfaction surveys across all three consumer brands



80% average staff engagement score

OVER £100k

spent on social enterprises or B Corps (doubling our ethical supplier base)

OVER 2,200

cultural events hosted to engage guests and local communities



10 charities

supported through team fundraising initiatives

Governance

Sustainability strategy created, including a three-year roadmap and 175-point action plan



Implementation of steering committees to oversee sustainability work, including all members of management and chaired by CEO, Stephen McCall

Programme delivered by leaders across nine different functions

- Procurement
- Marketing
- Development
- Design
- Central Ops
- Building Services
- Internal Comms
- Sustainability
- Sales

Sustainability knowledge base created hosting verified information on all our properties

Our 2023 goals.

Environment

Climate action

9% Reduce direct energy consumption and carbon emissions by 9% by December 2023 (compared to December 2022)

50 Obtain emissions data from 50 key suppliers (increase to 70% of our value chain by 2024)

Waste reduction



Set waste reduction/recycling targets for all UK properties



Eliminate single-use plastics provided to guests

Travel smarter

38% Reduce emissions from business travel by 38%

Social

Team

80% Average engagement score of at least 80%

Average confidence level in our sustainability programme is 80%

Guests

4.5/5 Increase feedback on sustainability to 4.5/5 by Q4

Communities



100% colleagues involved in social/environmental action or fundraising

Continue to provide cultural activation programmes for guests and locals

Partnerships

75% increase in the number of Social Enterprises and B Corps we work with

Supplier ESG review process in place for existing and new suppliers

Governance

Transparency

Formally approve the pursuit of sustainability certification

Achieve BREEAM 'Very Good' or better on our two developments due to complete in 2023

Environment



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Our commitment.

We're building a better understanding of edyn's impact on the environment – and how much our business contributes to climate change or environmental degradation – by collecting comprehensive environmental data.

Using this data as a starting point, we'll set reliable and sustainable targets, monitor improvements, and track progress for reducing our resource-consumption to limit our impact and reduce our carbon emissions.



E1

In 2022 we aimed to collect our resource consumption data relating to Scope 1, Scope 2, and essential Scope 3 carbon emissions (water, waste and business travel)



E2

In 2022 we aimed to set targets and pathways for reduction relating to Scope 1, Scope 2, and essential Scope 3 emissions (water, waste and business travel)



E3

By 2023, we'll collect and understand our Scope 3 data relating to our value chain



E4

By 2024, we'll set carbon emissions reduction targets for our full Scope 3 emissions

Baseline carbon emissions for 2022.

The graph opposite shows our baseline carbon emissions for 2022, covering electricity, gas, district heating, water, waste, and business travel for the whole of edyn.

We've calculated both location-based⁽¹⁾ and market-based⁽²⁾ emissions in line with GHG protocol guidance – both for transparency and to show the impact of procuring renewable energy⁽³⁾ as soon as possible once properties are operational.

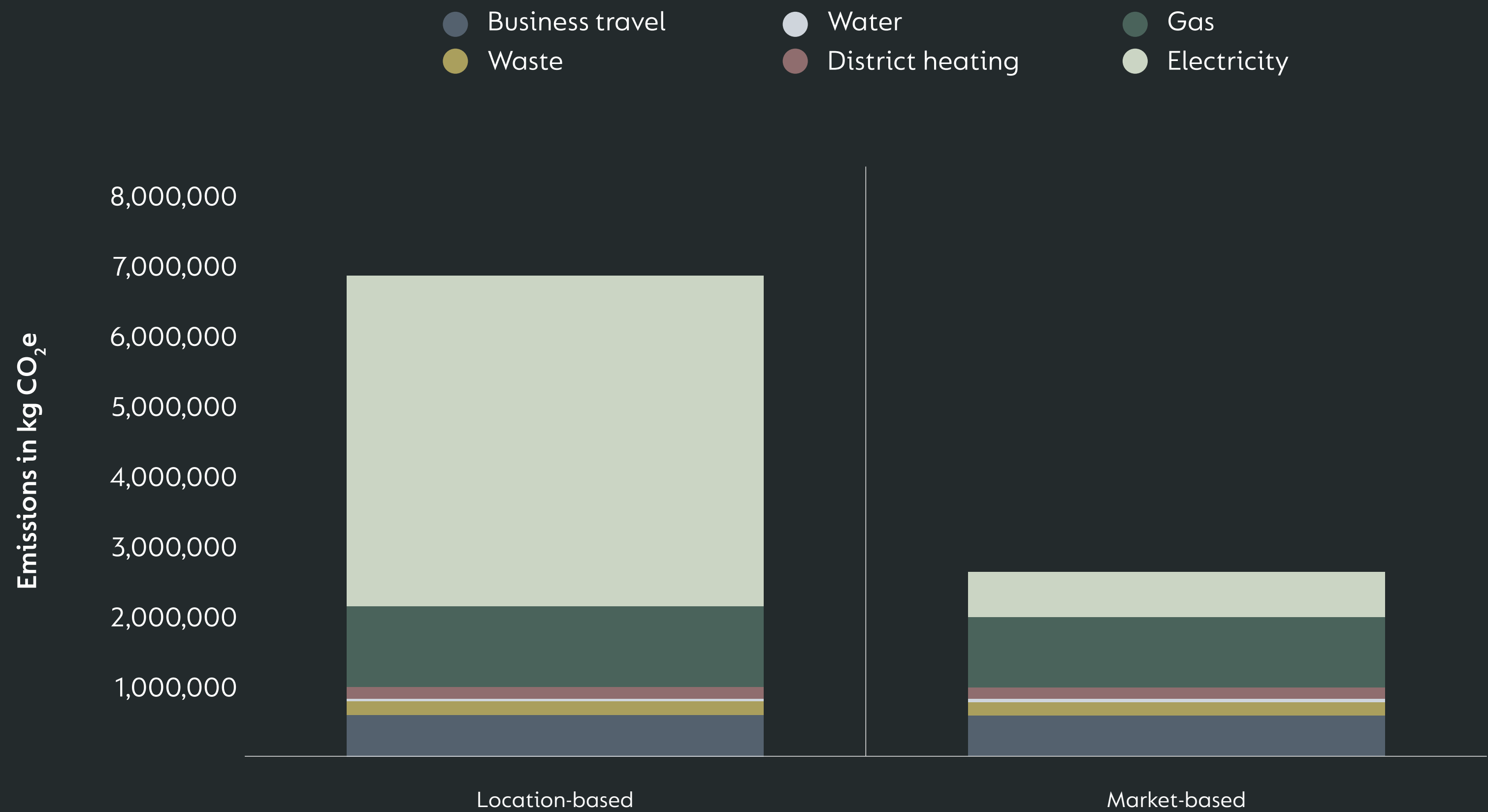
Footnote

⁽¹⁾ Location-based emissions refer to the emissions per unit of electricity associated with the local power grid from which the electricity is sourced, since everyone on that grid shares the emissions footprint.

⁽²⁾ Market-based emissions refer to the net emissions from buying renewable energy certificates that provide income to generators of renewable energy, which we hope will encourage more renewable generation. Doing this means we can claim the electricity we've consumed was generated from renewable sources, so we're not responsible for any of the carbon emissions on the local grid.

⁽³⁾ Renewable energy covers both electricity and gas. Electricity is backed by REGO certificates. Gas is 25% backed by RGGOs or Biomethane certificates (reported as biogas), 75% backed by carbon offset projects (through Carbon Footprint Ltd) plus tree planting in the UK (not reported as a market-based reduction).

edyn - 2022 emissions overview



E1 Collecting and understanding our resource-consumption data.

We've also calculated the average emissions per occupied-room-night in 2022 and compared this to Cornell University's database of average carbon emissions⁽⁴⁾ per room-night for a typical urban hotel in the UK (shown below).

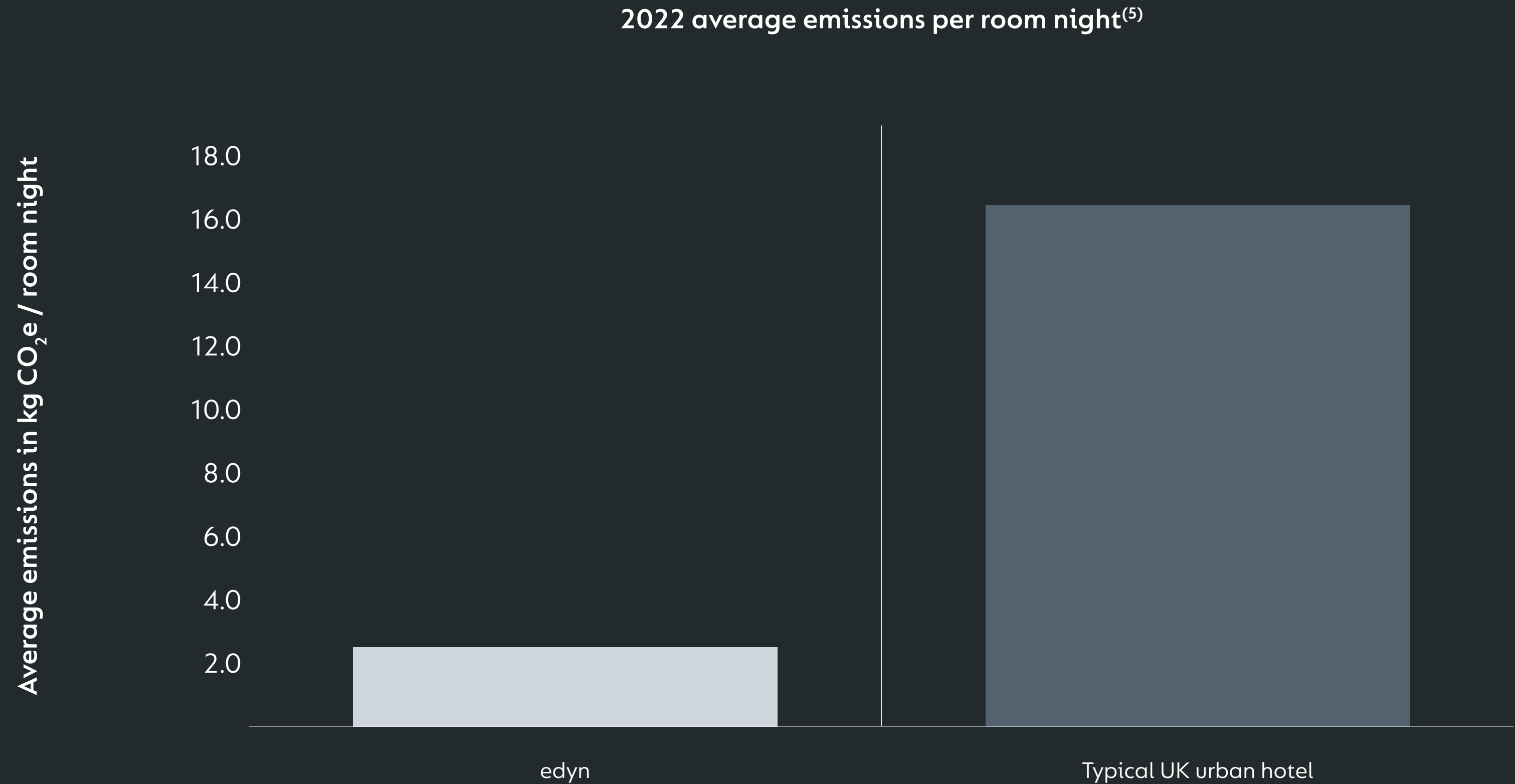
This comparison shows that, on average, staying at an edyn property emits significantly fewer emissions than staying at a typical city-based hotel in the UK. Our decision to procure renewable electricity is a major contributor, as well as the fact our properties tend to be newer and therefore more energy efficient.

Despite this advantage, we're not complacent in our pursuit of net zero and will continue to invest in energy efficiency and carbon reduction initiatives.

Footnote

(4) Source: 2021 Cornell Hotel Sustainability Benchmarking Index (CHSB).

(5) Includes estimated emissions for outsourced laundry.



E1 Key learnings from data collection.

Collecting high-quality data is essential for identifying inefficiencies, setting targets, and tracking progress. For most of 2022 we used a platform provided by our energy broker to track our consumption based on invoice data. However, this was sometimes based on inaccurate supplier estimates, often received up to a month in arrears, and the data is typically not granular enough to pinpoint specific areas needing improvement. In order to improve our data collection we've switched our data monitoring platform to Con-Serve™, which allows us to connect to smart meter data and monitor energy usage at up to half-hourly intervals with just a one-day time-lag.

“ Con-Serve™ is an ISO 50001 accredited data-monitoring platform that allows us to simply but comprehensively measure resource-consumption and broader sustainability metrics including (but not limited to): electricity, heat, water, waste, food miles, business travel, and volunteer hours. This helps us identify inefficiencies that impact the performance of our business, both environmentally and commercially. ”



Other data-related improvements we're planning in 2023 are:

Smart meters

Completing the rollout of smart electricity and gas meters wherever possible.

Systematic recording

Where automated readings aren't possible (e.g. for meters without signal or simple meters, such as for water), systematising the recording of reads.

Collection by weight

Transitioning to a waste-management provider that weighs each collection, so we can measure progress towards a waste-reduction / recycling target (rather than estimating based on the number of collections and size of waste bins).

Sub-metering

Adding sub-metering to analyse, remedy and monitor over-consumption correlating with other metrics – such as occupancy, floor area and weather – to identify inefficiencies and benchmark properties against each other.

E2 Setting reduction targets and pathways.

By the end of 2022, we intended to set ambitious, manageable, data-driven reduction targets for energy consumption and emissions (Scopes 1 and 2), as well as for water, waste and business travel (essential Scope 3). Unfortunately, a lack of high-quality, accurate and complete data means we've only partially achieved this goal.

Scope 1 emissions are produced directly from our organisation's activities, such as burning gas in boilers to provide hot water to guests.



Scope 2 emissions come from energy generated on our organisation's behalf, e.g. purchased electricity or district heating.

Scope 3 emissions are produced up and down the value chain for which we are indirectly responsible, including emissions relating to purchased goods and services and their disposal.



E2 Energy.

Our target is to reduce direct energy consumption and carbon emissions by 9% by December 2023 (compared to December 2022).

Before 2022, we decided to procure renewable electricity (backed by REGO certificates) – eliminating 4,077 tonnes of carbon emissions, equivalent to 67% of our Scope 1 and 2 emissions or 1,600 transatlantic flights between London and New York – and ‘green’ gas (25% from agricultural and food waste) – saving 884 Mwh from being extracted as fossil fuels, equivalent to the annual gas consumption of 74 medium-sized UK homes.



The remaining 75% of gas consumption is carbon-neutral, offset through Carbon Footprint Ltd by projects to develop wind and hydropower generation abroad that reduce global CO2 emissions.

To help us further reduce our consumption, we commissioned energy audits at 25 of our properties (covering 97% of the rooms in our trading estate) to understand how and where we can reduce energy use, as well as the associated costs and timeframes of doing so.

Each property now has a bespoke action plan -

“ranging from large CapEx projects such as replacing inefficient water heaters, to operational changes like amending default room temperatures – for delivering these reductions. ”



2030 targets.

While our 2023 targets are based on a phased implementation of the recommendations from the 25 energy audits, our 2030 targets are simpler. To align with the 1.5°C pathway described in the Paris Climate Agreement, we aim to reduce our portfolio-level carbon emissions intensity by **33.6%** per square metre by 2030.



33.6% per m2

We know this will be a challenge (not least because we switched to renewable electricity and green gas prior to our baseline year), but we consider it vital to do our part in helping to prevent a catastrophic temperature-rise exceeding 1.5°C.

Water.

Unfortunately, we couldn't set targets for water because we don't currently have enough meter reads to reliably calculate property-level water usage. However, through our energy audits we've identified water-saving initiatives – ranging from restricting water flow rates where they're unnecessarily high, to enhancing leak detection capabilities – that should reduce our annual consumption:



c.22,700 m3

(equivalent to nine Olympic-sized swimming pools)

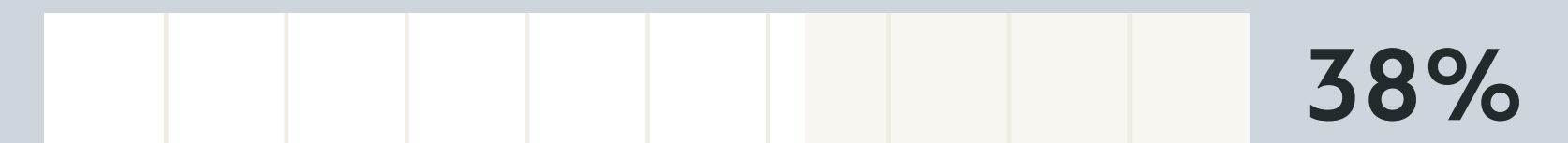
Waste.

We weren't able to set targets because our current invoiced waste data is based on the number of collections of different-sized bins, regardless of how full they are.

By the end of 2023, we plan to transition all our properties to waste-management providers who **weigh collections**, so we have accurate data from which to set targets. On top of the changes we've already introduced – such as refillable soaps – we also aim to eliminate all single-use-plastic from our guest offering.

Business travel.

We estimated business travel emissions from spend for air, car, train, taxi, and other public-transport travel, as well as hotel stays in 2022. Our target for 2023 is to reduce emissions from business travel by **38%**. Business travel is essential for internal and external relationship-building so, rather than enforcing a travel policy, we've created a dashboard that empowers our team to monitor their own costs and emissions. We believe increasing awareness is the first step in encouraging eco-conscious travel choices.

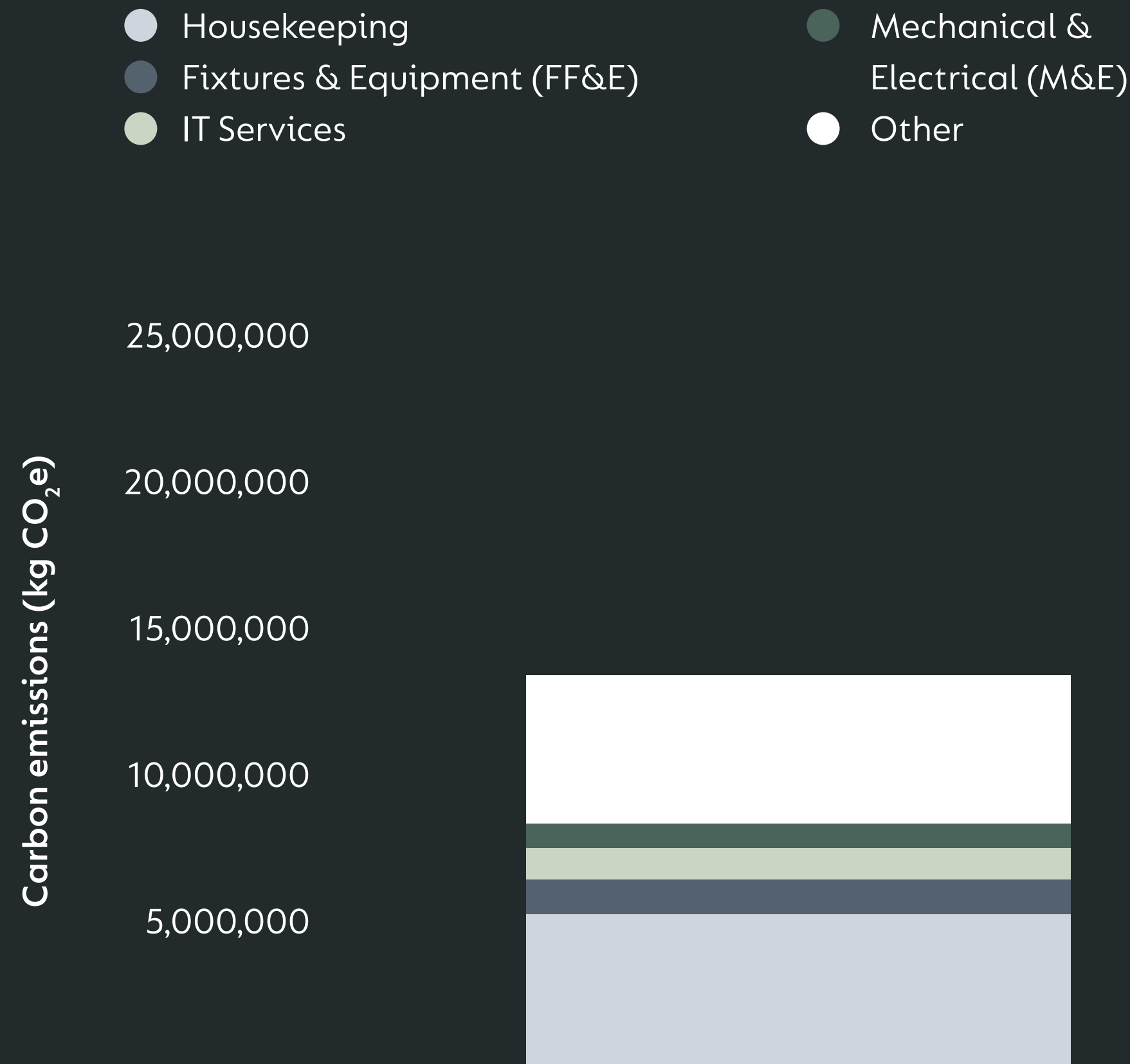


38%

Operational expected Scope 3 carbon emissions.

Although we aren't due to set this target until the end of 2023, understanding the scale of our Scope 3 emissions as early as possible will allow us to focus on the areas and suppliers contributing the most, guiding them on how to collate or calculate this data if it's not yet available. In 2023, we aim to collect emissions data from 50 of our top suppliers, increasing this to at least **70%** of our value chain by the end of 2024.

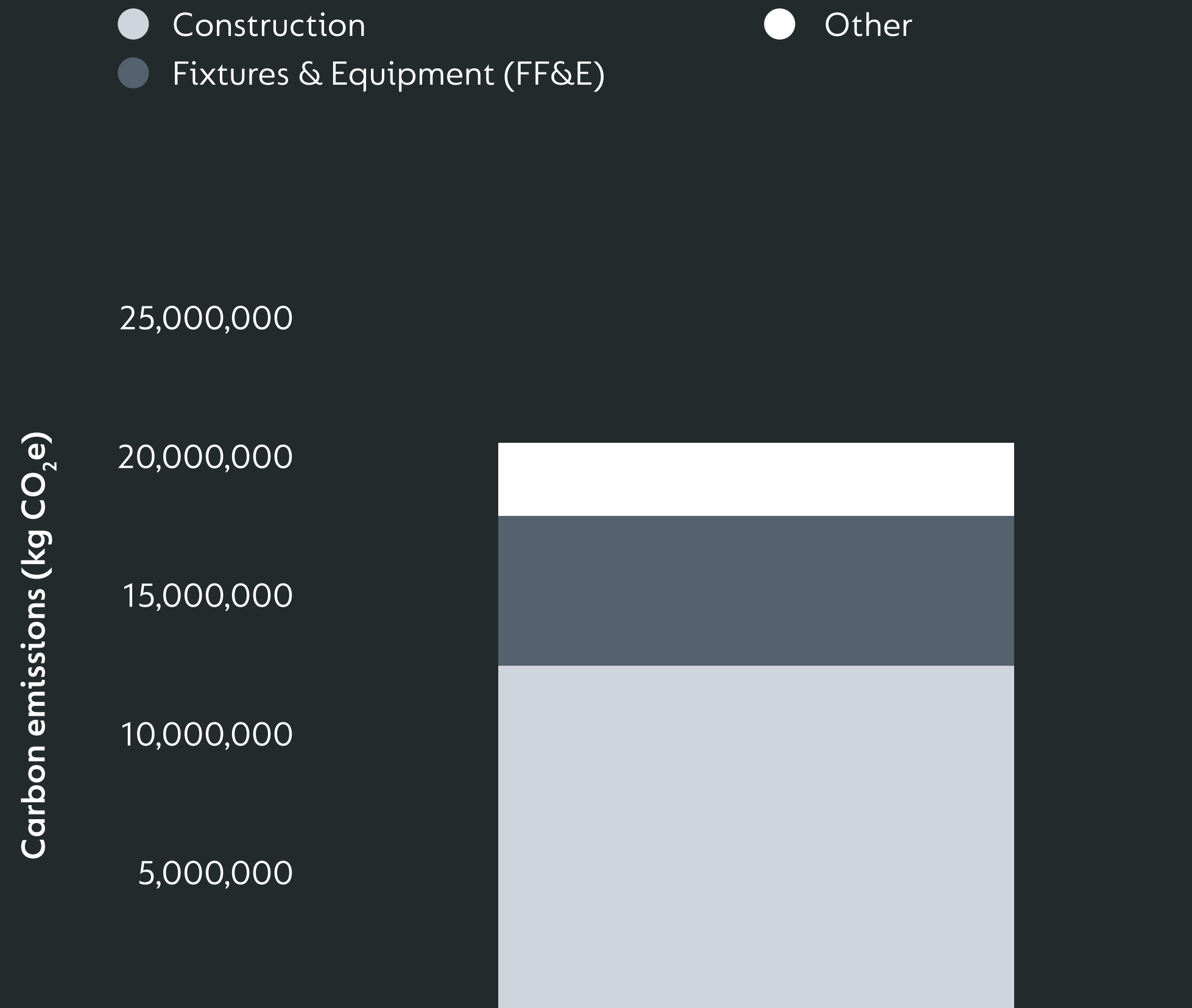
The graph opposite shows our estimated Scope 3 emissions based on our spend in various procurement categories.



At a macro level (in a hypothetical scenario that excludes the procurement of renewable electricity and assumes no new developments), our operational Scope 3 carbon emissions would be **66%** of our total emissions, which is in line with industry benchmarks. At a micro level, the largest portion of these emissions relates to housekeeping, with other notable emissions sources being furniture, fixtures and equipment (FF&E), IT services, and mechanical and electrical equipment (M&E). Thanks to our weekly service model, laundry emissions are much lower than for a typical short-stay hotel where linen and towels are changed daily.

Development expected Scope 3 carbon emissions.

Development (i.e. the construction or conversion of new hotels) emissions relate to six projects underway during 2022. At this level, developments cause more emissions than operational emissions (i.e. relating to hotels that are open and trading) across Scopes 1, 2 and 3 combined (even if we didn't procure renewable electricity).



Taking into account operational and development emissions, and the fact we mostly procured renewable electricity and green gas, we predict our Scope 3 emissions could be up to 93% of our total emissions. This highlights an opportunity to work with our suppliers to, firstly, record their actual emissions and, secondly, ensure they're actively working towards Net Zero.

SECTION 3



Social

Our commitment.

We recognise that our activities can and should have a positive impact on everyone we interact with – including our team, guests, communities, and suppliers. We're committed to working strategically with our stakeholders to ensure our business continually prioritises the wellbeing of people.

Strategic objectives.

S1

Be widely recognised as a socially conscious and progressive employer, creating environments where our team has a sense of belonging and shared purpose.

S2

Form a deep and enduring relationship with our guests based on memorable experiences and by helping them manage the impact of their travels.

S3

Demonstrate sensitivity to the identity and cultural context of the local communities where we operate, supporting them and helping them flourish.

S4

Build productive and balanced relationships with suppliers and partners who share our sustainability values.

S1 Become a socially conscious and progressive employer.

Our values.

edyn's culture is how we attract and retain the best people. We reject the idea of a 'work' persona because we believe conformity is the enemy of creativity and innovation, and that it's the freedom to be ourselves that keeps us engaged at work and play. So, we're on a journey to create an environment where everyone can bring their whole selves to work.

Key to nurturing this culture are our values: the courage to question, evolve, and be human. We encourage our team to live out these values by including them in our appraisals, and by recognising and remunerating based on them.



Diversity, equity and inclusion.

In 2022, we commissioned an independent review of our working environments and investigated options for improving diversity, equity, and inclusion (DEI) for all our teams.

From there we created our first DEI strategy, including a supporting statement, goals, and six commitments that will help us further ensure everyone at edyn feels a sense of belonging, whatever their background or identity.

Our values



S1 Diversity, equity & inclusion

1

Data

While the decision to share information with us will always be voluntary, we hope to encourage at least **75%** of our colleagues to do so by April 2023

2

Report

We'll annually analyse and report on representation within edyn compared with the countries where we operate, with the first included in our 2023 Impact Report.

3

Representation

We'll analyse data relating to promotions, recruitment and leavers, reporting annually (by year-end) on any inclusion trends that can help shape our strategy further.

4

Roadshows

Everyone at edyn will be invited to a series of roadshows to build awareness and support for our approach to diversity, equity and inclusion, and improve understanding of issues like unconscious bias.

5

Upskilling

By the end of 2023, all managers will be invited to attend a **Hiring Skills workshop**, which will include unconscious bias awareness training.

6

Statement

We'll share our DEI statement externally on our new website by the **end of 2023.**



Although we recognise the need for more detailed analysis, we're proud to have a number of initiatives designed to foster a culture that celebrates and encourages diversity:

We work with a range of recruitment-inclusion partners to **widen our talent pool** to include underrepresented groups such as LGBTQ+, BAME, refugees, and those seeking flexible working arrangements.

“Our Courage to Be Me webinar series gives a voice to our employees”

Our **Courage to Be Me** webinar series gives a voice to our employees – covering experiences around race, mental health, belonging and identity – with the aim of providing support, encouragement, and inspiration to others who may feel alone in their experiences.



In September 2022, edyn colleagues created an organic, **grassroots women's network** and community for anyone at edyn who identifies as a woman, designed to empower and provide a space to address concerns, discuss opportunities, connect socially, and support one another; 60 colleagues have joined so far, hosting guest speakers and a book in 2023.

“a space to address concerns, discuss opportunities, connect socially, and support one another”

Once a year we invite our whole team to **Soulfest**, a summer celebration where we host an internal awards ceremony recognising our Super Sapiens, Human Hosts, Chief Humanitarians and more – all nominated by fellow colleagues.

What our staff think.

Because our colleagues' wellbeing is such a high priority, we take the pulse of our organisation three times a year, gathering qualitative and quantitative feedback on a range of engagement pillars. We're proud that in 2022 we had an average engagement score of **80%** – well above the industry benchmark for hospitality. Never complacent, we'll continue to listen and act on ways we can improve our staff experience, aiming to maintain at least 80% engagement year on year.

In 2022 we added a new question to the survey designed to identify whether our colleagues understood and agreed with the sustainability journey we're taking. Though we averaged a commendable **70%**, this showed we still have work to do in raising awareness and engagement, particularly among our on-site teams.

In 2023, we'll launch an **awareness campaign** alongside the release of this report that will include a revamp of our Biosphere group of sustainability champions and a bespoke sustainability module on our e-learning platform, edyn Academy.



edyn

S2 Providing memorable guest experiences.

Soulful hospitality.

We believe travel should be a rich journey of discovery, rewarding curiosity with knowledge and inspiration. We want guests to leave our hotels with stories to tell, enduring memories, and new friendships.

Our vision is to create sanctuaries across Europe that provide a sense of belonging to free-thinking urbanites. Our hotels are gateways to their neighbourhoods, and we work with the most interesting and vibrant partners to reflect that excitement and diversity in all our spaces.

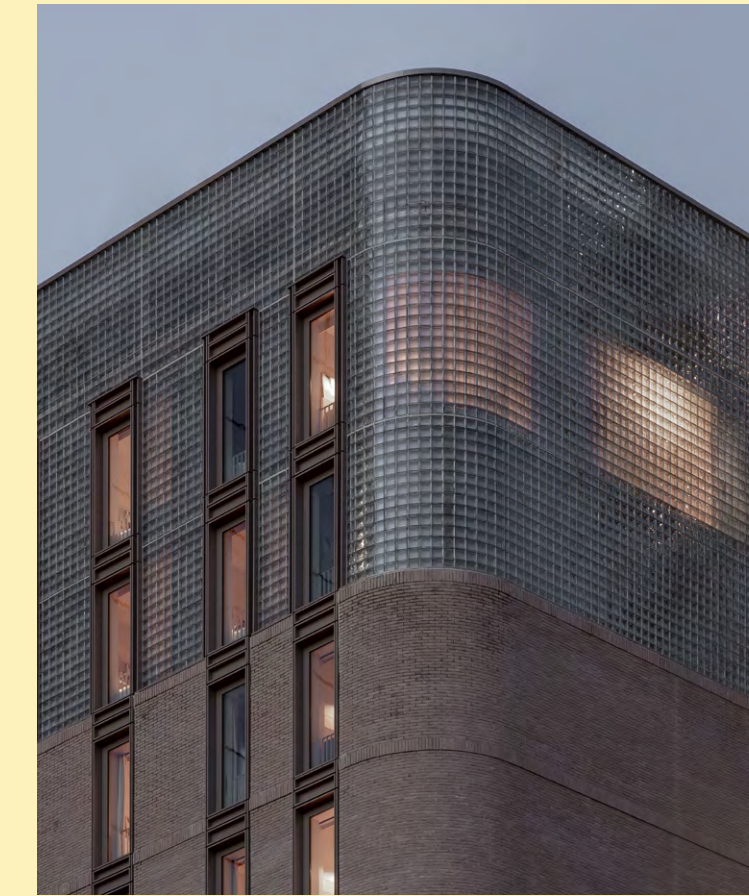


Sustainability feedback.

While we're working to improve our business' environmental and social impact, we recognise more and more guests are concerned with their own impact on the environment and communities in which they travel.

Recent research shows consumers' sustainability demands are changing. More than ever, consumers are paying attention to a company's commitment to climate protection, environmental protection, and social responsibility. For example, a study by Booking.com found that **58%** of consumers think more about sustainability today than they did before COVID-19. According to the same study, **81%** of travellers confirm that sustainable travel is important to them, and **50%** say recent news about climate change has prompted them to make their travel decisions more sustainable.

That's why each of our guest room TVs are programmed with an information page sharing the property's sustainability features – from renewable energy generation from on-site PV cells at Turing Locke (Cambridge), to rainwater harvesting at Beckett Locke (Dublin), or the use of air-source heat pumps at Buckle Street Studios (London).



We want to hear our guests' ideas on how we can become more sustainable, so in 2022 we added this question to our guest feedback survey. Understandably, most feedback focused on the most visible points around recycling, single-use plastic, heating and lighting, which are all areas earmarked for improvement in 2023. We'll continue to engage our guests on the topic to ensure our properties are designed, built and operated with sustainability in mind.

“ From our guest satisfaction survey, the average sustainability rating from guests across our brands was 4.35 out of 5. With the initiatives described above, we hope to increase that score to 4.5 out of 5 by the end of 2023. ”

S3 Creating thriving local communities.

We strive to create soulful hospitality, where our apart-hotels connect people to place, and sanctuary to discovery. This shared value drives our ambition to integrate with our local communities.



Cultural activations.

As serviced apart-hotels, our brands communicate and engage with their local communities in different ways. For instance, all Locke properties contain communal spaces typically designed as co-working areas, but also used for cultural activations to bring our guests and locals together over shared experiences.

In 2022, we hosted over 2,200 cultural activations – from weekly events including running clubs and yoga, to ad-hoc activities like seasonal craft workshops, arts and photo exhibitions, charity raffles, and silent discos.

An ongoing objective in 2023 is making sure each of our properties has a community engagement plan involving local suppliers, creative installations, hosting events, and referrals to local initiatives.

“ In 2022, we invited nature-inspired artist and designer Sebastian Bieberle to lead a Sustainability Talks session exploring what sustainability means for different people and how we can make it work together. This free event was open to local residents and hosted in the co-working space at Schwan Locke, Munich. ”



Sustainable fashion.

Many travellers choose a destination based on a city's fashion and shopping options, exploring local shops and markets for a token of their trip. But buying new clothes contributes significantly to their environmental footprint, because textile production requires large amounts of water and chemicals for growing and dyeing, as well as energy for processing and transport.

During 2022, Locke properties in Munich and Manchester hosted pop-up events and community talks themed around textiles reuse and recycling, reflecting the cities' passion for clothing and sustainability.



Clothes from textiles waste.

On a mission to fundamentally change attitudes towards clothing consumption, MOOT (Made Out Of Trash) hosted a pop-up shop at WunderLocke (Munich), showcasing their range of clothing made from recycled textile waste. Their mission is to draw attention to the premature disposal of valuable textiles by proving that high-quality and fairly produced clothing can be made from what might otherwise be considered rubbish.

Clothes swaps.

Manchester's Lockup Vintage clothing store ran their first ever clothes swap at Whitworth Locke, encouraging local residents to bring up to 15 items of unwanted clothing to exchange. Together, we invited other independent businesses to the event and raised money for Mustard Tree, a Manchester charity combating poverty and homelessness.



Sustainable uniforms.

Being part of the circular-fashion solution means rethinking our uniform strategies. In 2023, we'll seek partnerships between Locke and some of our favourite clothing brands to buy their dead stock, which will be repurposed by young, upcoming local talent from a range of disciplines – including fine art, graffiti, embroidery, textiles, graphics and fashion design.

Charitable giving.

In addition to community engagement, we recognise the enormous contribution charities make by furthering good causes, often supporting society's most vulnerable. We encourage everyone at edyn to put forward ideas and causes that mean something to them and their local communities, then we match all funds raised to double the impact.

In 2022, edyn teammates raised funds for 10 different charities, supporting causes from Ukrainian refugees to homelessness in Bristol.

S4 Building partnerships.

edyn is committed to leaving a positive impact, both socially and environmentally. That's why we take a 'triple bottom line' approach, evaluating our performance based on people and planet as well as profit.

In 2022 we focused on adding to and strengthening our partnerships with diverse suppliers who champion environmental and social values, beginning by revising our Group Procurement Policy, which we launched internally in September 2022.

Promoting diversity, ethical sourcing, and social values.

Our Group Procurement Policy outlines the principles behind our purchases and supplier selection, driving our commitment to promoting diverse suppliers – including Small Business Enterprise (SBE), Small Disadvantaged Business (SDB), Woman-owned Business Enterprise (WBE), and Minority-owned Business Enterprise (MBE).

The Policy creates the foundations for the 2023 launch of our supplier portal, edyn Connect, which will help us better capture information on the diversity of our suppliers. We'll be able to measure our spend with diverse businesses and set targets to increase it in line with our sustainability strategy.

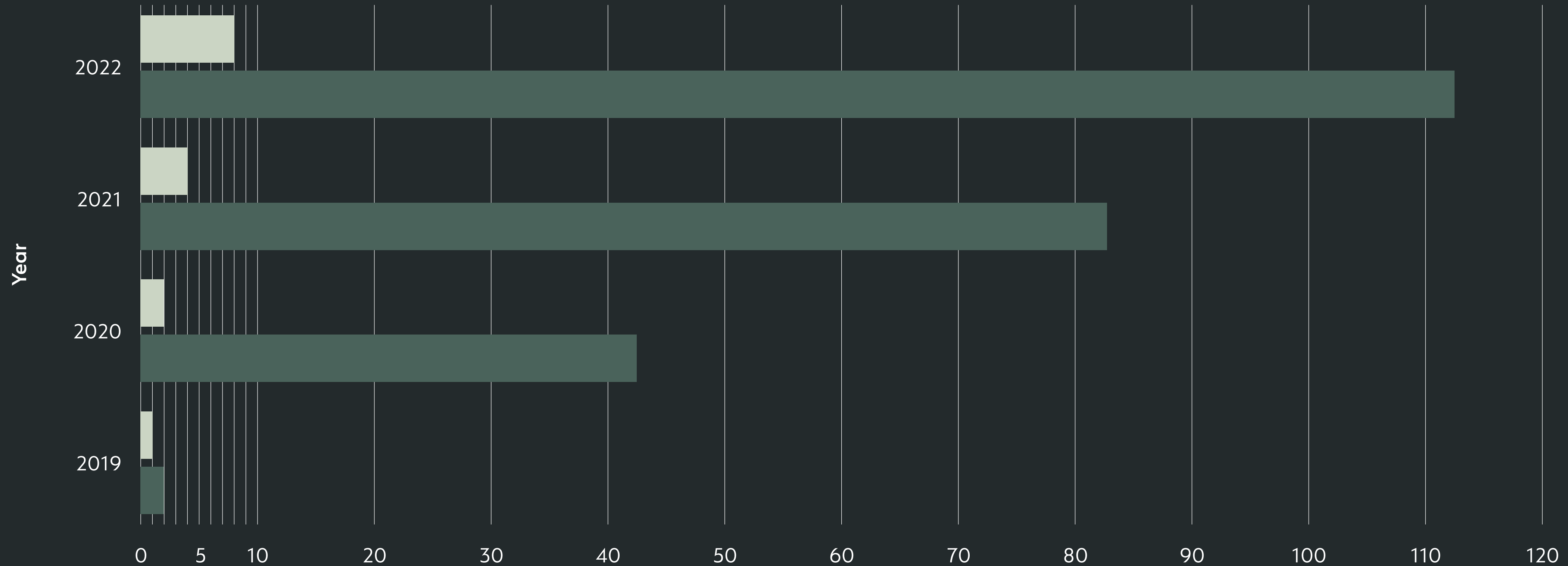
edyn Connect will also empower us to address the sustainability credentials of our new and existing suppliers, feeding into our work-in-progress on identifying the highest emissions within our supply chain and supporting those suppliers to reduce them. So far, we've created ESG evaluation criteria and an emissions-per-spend report to make this happen.



Social enterprises and B Corps.

Here at edyn, we're committed to working with suppliers whose businesses have sustainable values. That's why, in 2022, we doubled our social enterprise and B Corp supplier base compared to 2021, and increased our associated spend to over £100k.

- Number of suppliers
- Social enterprise spend (£k)



Social enterprises.

Social enterprises are independent businesses driven by a social or environmental mission. They reinvest at least 50% of their profits to their mission to create benefits for people and the planet.

B Corps.

B Corps are companies with a goal to do good for the world. Voluntarily verified by B Lab, they must meet high standards of social and environmental performance, transparency, and accountability.

We're keen to continue promoting social enterprises across our edyn family – not only to increase our supplier base, but to raise awareness about the purposeful work social enterprises do for our communities.

Here are some of the social enterprises and B-Corps we partner with:



Who Gives A Crap (toilet rolls). uk.whogivesacrap.org

Since 2019 – when we became their first EU B2B customer – all our toilet rolls in the UK have been supplied by social enterprise and B-Corp Who Gives a Crap, who are dedicated to improving sanitation and access to toilets across the globe. Impressed with their mission and plastic-free products, we've since asked them to supply our properties in Ireland, Germany, and the Netherlands.



NEMI Teas (tea bags). www.nemiteas.com

London-based NEMI Teas provide our guests with fairtrade, plastic-free and organic certified tea bags that arrive in biodegradable packaging. Not only are they conscious about their environmental impact, as a social enterprise they're also committed to creating fair and inclusive employment, providing opportunities for refugees and economic migrants. Check out Ashkan's journey with NEMI teams.



Wilton (cleaning products). www.wiltonlondon.co.uk

The cleaning products in our guest rooms are supplied by Wilton, a certified B-Corp, environmentally conscious company who use recycled and recyclable plastics in their bottles, and biodegradable formulas not tested on animals. They're a carbon-neutral business, which means they've calculated, reduced and offset the greenhouse gas emissions they create.

Governance



Our commitment.

Our organisation's credibility relies on high standards of governance and transparency, and we understand that a clear and structured approach to sustainability is vital for objectively and comprehensively monitoring and communicating our progress.

Strategic objectives.



Establish governance structures that enable us to meet our targets and embed sustainability in all areas of our business.



Establish sustainability credentials that are recognised and verified by internationally accepted certification schemes.



Communicate regularly and transparently our sustainability progress to all stakeholders.

G1 Prioritising sustainability.

Leadership.

After creating our inaugural Sustainability Strategy in April, we established a delivery group of leaders representing nine departments across development, operations and central functions, with programme leadership from the Head of Sustainability & Risk. We set up a steering committee to oversee progress, chaired by our CEO and involving the entire Management Committee.

Management.

Our Strategy was complimented by a three-year roadmap and **175-point action plan**, enabling actions to be integrated into functional priorities. Thanks to our agile approach to project management the plan has evolved as we've learned and grown, but the Strategy keeps us focused on the things that matter.



Recognition.

As the Sustainability Programme is one of our Strategic Business Priorities, contributions by our people count towards their annual performance appraisal and are recognised in our bonus scheme.



Trading performance.

Since June 2022, we've profiled energy consumption in our monthly performance review to make sure we're promptly addressing any overconsumption or data gaps. From 2023, with the introduction of Con-Serve™ as our energy-management system, we'll include property-level energy performance in our balanced scorecard, resulting in more local ownership.

Board oversight.

We shared highlights of our programme progress, as well as reporting on our consumption and carbon emissions, at each quarterly board meeting in 2022.



Sustainable developments.

As owner-operator for most of our Locke properties, we've long since recognised our ethical obligation to make environmentally conscious decisions around design, construction, and fit-out.

Turing Locke.

Our new-build at Turing Locke in Cambridge was rated **'Excellent'** by BREEAM. As well as incorporating solar panels on the rooftops to generate power onsite, heating and cooling to the guest rooms is supplied via a heat-recovery air-conditioning system with smart design and sensors linked to automatic windows. Plus, hot water is provided by connection to a local district heating system, and landscaped spaces in the central courtyard are designed to provide wildlife habitats and contribute to the sustainable drainage strategy.



Bermonds Locke.

Bermonds Locke, London, was rated **‘Very Good’** by BREEAM, meeting the development profile: **Adaptive Reuse**. The renovation used salvaged and reused materials that would otherwise have been disregarded – such as skirtings fashioned from reclaimed aerated bricks, joinery made from concrete samples left over from crush-testing, and bed frames were constructed from scrap reinforcement bars.

From 2022, we committed to achieving a minimum of **BREEAM ‘Very Good’** or **LEED ‘Silver’** on all our new developments (both new-builds and refurbishments). With the support of our sustainability consultants, Considerate Group, we’ve developed a tool to predict BREEAM and LEED ratings and identify suitable solutions to bridge any gaps.

We’re also expanding our commitment by seeking accreditation on all our own properties currently under development. In 2023, we’re aiming for BREEAM ‘Very Good’ at Ember Locke (Kensington) and Locke am Platz (Zurich).



Sustainable design.

As a design-led hotel group, it's important the decisions we make in our designs work for both our guests and our planet. Partnering with furniture, fixtures and equipment (FF&E) procurement company **Dodds & Shute** helps us do that.

Dodds & Shute are a B-Corp procurement company delivering responsibly curated interiors. They aim to provide products made from responsibly sourced and natural materials, manufactured using renewable energy and in keeping with the circular economy.

Dodds & Shute calculate the carbon footprint of every product they sell and offset emissions by buying carbon credits from Ecosphere+ – in doing so supporting the Cordillera Azul National Park project in Peru, which addresses the drivers of ecological destruction and supports the sustainable development of local communities. By partnering with them on **16 projects**, we've indirectly offset over **330 tonnes of carbon** (equivalent to c.12,000 trees).



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Operational sustainability.

Because we care about authenticity, we're committed to independent verification of our sustainability credentials. But with hundreds of accreditation schemes, it's important we select one that accurately recognises our impact and challenges our shortcomings, rather than just ticking boxes – which is why we're taking longer than planned to choose. So far, we've workshopped options and are conducting a feasibility study of our preferred accreditation to understand the effort and cost involved.

“Our goal for 2023 is to commit to a scheme and form a working group to further embed sustainability into our DNA and justify certification.”



G3 Ensure transparent communications.

Reporting you can trust.

Transparently reporting our environmental data in line with a recognised framework is important for building trust with our stakeholders. For emissions, this means reporting under the categories of the internationally recognised **Greenhouse Gas (GHG) Protocol**.

With insight gained from using Con-Serve™, this year we were able to calculate our emissions from Scope 1 (gas), Scope 2 (electricity and district heating), and essential Scope 3 (water, waste, and business travel). Where possible this has been calculated from actual units, but in some situations we've relied on estimates to complete our data (for example, where water is paid through a service charge rather than directly billed). This is the first step in creating our full carbon inventory. We're focused on improving our data accuracy and refining our high-level Scope 3 analysis as we receive real data from our suppliers and F&B tenants over the coming years.

We did intend to align our reporting to the UN Global Compact initiative, but are re-evaluating this decision after 2022 brought changes in their reporting framework. In the meantime, all our consumption and emissions data is validated by our expert partners, Considerate Group, and reported under GRESB through the private equity fund we're part of.

Internal communications.

Our people are some of our most passionate ambassadors, as well as our most vocal critics. We know we have room to grow, so we keep an open dialogue across a range of internal channels – from manager conversations, to our internal noticeboard platform Workplace, to the Biosphere group, to engagement surveys, and Q&As in quarterly Town Hall meetings.

We've also created an internal knowledge base – validated through feedback from our General Managers and independently by our recent energy audits – so our people can easily find out the sustainability features of all our properties. Key points are also displayed on all in-room TVs.



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Thanks for reading our inaugural report. Of course, solving the climate crisis and creating a more equitable society requires everyone to take action, so we invite all our stakeholders to collaborate with us on this journey to help accelerate our progress!

If you have any questions or feedback, we'd love to hear from you.

Sharing our journey with you

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