

RAGDALE HALL HEALTH HYDRO & THERMAL SPA

SOCIAL RESPONSIBILITY STATEMENT

Ragdale Hall (1990) Limited takes account of economic, social and environmental impacts in the way we do business, with socially responsible behaviour built into our core values. We aim to carefully manage our relationships with all stakeholders including our guests, our staff, our suppliers and the community.



In a little more detail, our framework for sustainable development incorporates:

Business Ethics

- We conduct our business with honesty and respect for both the rights and opinions of guests, employees, suppliers and all parties that contribute to, or are affected by, our operation. We expect all our associates to uphold the high ethical and moral standards we aspire to. In the competitive arena in which we trade, it's important that our brand is deemed trustworthy in all respects.

We encourage all employees to treat guests and colleagues equally.

Being a good employer

- The role the employees play at Ragdale has always been vital in offering the highest level of service. Guests return to Ragdale time and again because they recognise the value and unique contribution made by employees from every department at all levels.



We encourage employees to participate in the development of Ragdale and to feel free to make suggestions that may improve the operation of the business, both as seen by our guests and behind the scenes.

Our aim is to provide the framework for a long, happy term of employment helping all to develop, not just as staff members, but also as people.

Our award winning Ragdale Team Development Programme, insures that every employee has the opportunity to develop as a person and get the most they can from their employment.

We are an equal opportunities employer and carefully manage health and safety issues to protect all employees. We recognise the need to invest in future generations by actively creating work experience opportunities.

Being a good neighbour

- We are intent on taking account of our impact upon and relationship with the local community. Our 'Make it Happen' initiative has led to us donating over £40k, supporting around 75 different community groups and charitable organisations in our area. We also support the LOROS Leicestershire and Rutland Hospice and have a close working relationship with Melton Furniture Project. We have also supported national charities, such as Anthony Nolan Trust for who we have raised approximately £150k.



Being a good global citizen

- We are committed to working to high ethical standards and being aware of the impact of purchases from abroad. Our approach to diversity has led to employment opportunities for staff from overseas and sourcing of new products/services from as far as away as Australia and Hawaii.

Access

- We appreciate that each of our guests and staff have different needs so we aim to make the Hall's services, facilities and employment opportunities available to all and have made a concerted effort to adhere to guidance given in the Disability Discrimination Act.

Waste management

- Wastage throughout the business has been reduced with the 'Green for Go' initiative that includes a reduce-reuse-recycle policy, water saving fixtures and waste streaming to reduce landfill requirements.

Energy use

- Our utility usage has been reduced through various initiatives from simply installing low energy bulbs and movement sensitive lights, to ensuring boilers and pipework are sufficiently insulated.

Alternative power sources for future building projects will be considered.



Transport

- We provide employee transport from Melton Mowbray and certain local villages and encourage car sharing amongst staff.

Purchasing

- We only engage suppliers who can demonstrate a like-minded approach to local, global and environmental issues as ourselves and consider the implications of our procurement procedures with regard to issues such as Fairtrade and food miles.

Sales and Marketing

- We aim to act with integrity, using all transactions with guests and suppliers as an opportunity to build a sustainable relationship and positively influence.

Financial Management

- Our mission statement declares our intention to consistently exceed our guests expectations. This is achieved via constantly improving our facilities and services, a commitment to staff training and detailed auditing procedures. The result of such is a profitable business with a sound platform for future trading.

A copy of our full Corporate Responsibility Statement is available on request. Please email enquiries@ragdalehall.co.uk

