

RAGDALE HALL SPA



SOCIAL RESPONSIBILTY STATEMENT



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INTRODUCTION

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, employees, our suppliers and the community.

We believe that this caring approach to our activities is beneficial to all our stakeholders and business as a whole.

These benefits include the following:

- Raising our standards and exceeding our guest's expectations.
- Building our brand and customer loyalty.
- Creating an enjoyable working environment for all employees and aiding employee recruitment, motivation and retention.
- Helping to make us a good business partner for suppliers and the local community.
- Improving efficiency and reducing costs.
- Stimulating innovation throughout our business.



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.

Commitments

Our mission statement is:

- *'We aim to offer each guest a stay of such high quality that it exceeds their expectations.'* This focuses all employees on treating each guest positively and endeavouring to help them achieve the best possible experience they can from a break at Ragdale Hall Spa.
- Ragdale Hall Spa standards and procedures provide guidance to all employees and give a focus on 'doing the right thing' and treating all guests and colleagues equally.
- Guests, suppliers and any other third parties and stakeholders are at all times treated with fairness, and in a proper manner.
- We seek to continually emphasise the importance of a healthy lifestyle to our guests, employees and through our marketing activities.
- Employees are advised to avoid conflicts of interest between their personal interests and those of the business.
- An open-door policy amongst the Line Managers affords ample opportunity for all staff issues, of whatever nature, to be addressed at a very early stage.
- Sensitive information about our business, our guests and our suppliers is handled with discretion and in accordance with data protection laws.

BEING A GOOD EMPLOYER

The role our employees play at Ragdale Hall Spa has always been vital in offering the highest level of service. Guests return to Ragdale Hall Spa 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 Hall Spa 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.

- The Ragdale Team Development Programme ensures every employee has the opportunity to grow as a person and get the most they can from their employment. This provides for equitable systems that support the dignity of all employees and enhances progression within the company.
- As an equal opportunity employer, we intend that no job application or employee shall receive less favourable treatment due to age, disability, being or becoming a transsexual person, marriage or civil partnership, being pregnant or on maternity leave, race including colour, nationality, ethnic or national origin, religion or belief or lack of religion/belief, sex or sexual orientation.
- We promote the highest standard of health and safety to protect and promote the welfare of our employees. Management accepts responsibility for creating and maintaining such conditions and sets out its approach in the Health and Safety Policy.
- Flexible working opportunities benefit everyone; employers, employees and their families. Employees thinking about changing their working pattern are encouraged to speak to their Line Manager to explore what opportunities are available.
- We take the health of our staff very seriously, with pre-employment screening ensuring we provide suitable work conditions, training and resources. In addition, we carry out interviews following absence periods plus review the health status of key staff at regular intervals. A confidential counselling service is also available upon request.
- We have many 'caring people' policies in place and we are pleased these have been recognised externally with the receipt of: Sunday Times 2005 Top 100 Companies to Work For, Professional Beauty Best Employer 2008 Award, National Business Awards 2009 Health Work and Wellbeing Award finalist. We aspire to be the employer of choice, both locally and within our industry sector.
- Our approach to diversity has led to employment opportunities for staff from overseas and various backgrounds.

- We provide a wide range of diverse benefits as follows:

Employee of the Month and Departmental Merit Awards

An Employee of the Month and Departmental Merit Awards are chosen each month and employees are encouraged to make nominations for these awards.

Exercise Facilities

Employees may use the gymnasium and Thermal Spa and participate in exercise classes during designated times.

Gratuities

Ragdale Hall operates a non-mandatory scheme, for guests, for the distribution of gratuities collected from guests. The scheme directly rewards contracted employees for the efforts they make towards helping each guest enjoy a break at Ragdale that exceeds their expectations.

Long Service

It is Ragdale Hall's belief that long and loyal service should be suitably rewarded.

Therefore, employees with over 5 years' service are entitled to extra holidays.

It is also our policy to give long service awards to commemorate service of 10 years and every 5 years thereafter.

Workplace Pension

The Ragdale Hall workplace pension is a simple, low cost personal pension introduced to encourage more people to provide financially for their own retirement. Any employee, whether part or full time, is eligible to join.

Meals

Meals and beverages are available free for all employees whilst on duty.



Party and Social Functions

Ragdale organises an annual Christmas Party and a wide variety of other social functions throughout the year. These are usually either discounted or free of charge.

Free Transport

Free transport is provided to and from Melton Mowbray via Asfordby for employees to get to and from work.

Beauty Treatments

Treatments are available at a 50% discount subject to availability. Alternatively they are available free of charge during beauty therapist training.

Outdoor Seating

Tables and chairs are provided for use during breaks.

Smoking

Shelters are provided in a peaceful area within the grounds

Dining Room

Employees can dine with friends and family for a reduced charge.

Heads of Departments host departmental dinners on an ad hoc basis. These dinners in recognition of hard work and commitment and are a great opportunity to sample the wonderful food on offer at the Hall



BEING A GOOD NEIGHBOUR

In being aware of the effect we have on the local community, we have nurtured a good relationship with our neighbours and as one of Melton Borough's largest employers we have brought new jobs to the surrounding area and continue to do so. In addition, we encourage our staff to support at least one charitable organisation every year through voluntary fundraising activities and give them the opportunity to participate in charitable events.

Initiatives

- As a major driver of local tourism and employer of people who live locally, we are contributing to the local economy.
- We regularly accept long-term student placements, sandwich students and work experience students from local schools and colleges.
- We collect money for charity on a regular basis through fund-raising activities, notably for Loros.
- We have raised in excess of £150k for the Anthony Nolan Trust.
- As part of our disposals policies we offer many items to charitable organisations when we replace furniture, computers etc (e.g. Emmaus, Carpenters Arm Rehabilitation Centre, Shoe Aid)
- We operate the 'Make It Happen' programme, with our local newspaper, which encourages all staff to take part in the decision-making process of the company's efforts to financially support local charities. Through this means, we have donated over £120k, helping around 120 different charities and community organisations.
- We financially support a small number of local sports people providing an opportunity for success that can be shared by (and brings credit to) the local community.
- We support local charities and good causes by giving prizes to use in raffles for their fundraising efforts.



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 Equality Act.

Improvement to access include:

- Designated parking spaces.
- Ramps throughout the Hall to negotiate the split levels.
- Wheelchair provision.
- Porter assistance with luggage.
- Lift to bedroom accommodation.
- Exercise options for guests with restricted mobility.
- Disabled friendly bedrooms.
- Multi-Access changing area providing a shower and toilet facilities designed for private use and also able to accommodate wheelchair users.
- Staff trained in emergency procedures relating to specific situations.
- Deafguard provided for guests use in event of fire evacuation.
- All additions/refurbishments approved by local building control officer.
- Guide dogs allowed despite our no pet rule.
- Heads of Departments trained to manage staff issues and make reasonable adjustments to employees' working conditions.
- Facilities designed with all users in mind, examples are, the 'flat' front entrance with double door and no steps, the gentle steps into the main and thermal pools.
- We work closely with the relevant local and national bodies to enhance our approach.



SUSTAINABILITY

We are partnering with Eight Associates who specialise in helping companies on their journey to improve their building and plant carbon footprint and have also signed up to "Green Tourism" who provide support to help promote sustainable tourism: <https://www.green-tourism.com/pages/home>



ENVIRONMENT

We are committed to working with all stakeholders and business partners to reduce the environmental impact of our activities. We recognise that economic and environmental goals are not always aligned but will always consider issues of environmental impact in order to achieve sustainable growth.

Initiatives:

- We have introduced our 'Green for Go' initiative which has significantly reduced the quantities of waste sent to landfill (see Waste Management).
- We are committed to limiting our use of natural resources (see Energy Use) and aim to reduce the purchase of ozone depleting substances.
- Our transport initiatives keep business related car usage to a minimum (see Transport).
- We seek to avoid damage to wildlife habitation, when considering building and refurbishment projects on our site.
- We buy paper from suppliers committed to sustainable forest re-plantation.
- Where possible we use local options in our food and beverage provision.
- We have reduced our business emissions by switching to a renewable electricity supply.

WASTE MANAGEMENT

Our aim is to reduce our reliance on landfill via eliminating wastage throughout our business and also streaming products for recycling. We have made significant improvements in this area through our 'Green For Go' initiative.

As part of this initiative we currently separate:

- Paper
- Cardboard
- Plastics
- Aluminium
- Light bulbs
- Metals
- Furniture
- Printer cartridges
- Electrical products
- Glass



Further initiatives:

- Including our guests in helping us in this endeavour via a 'green plan' in their rooms and providing facilities for recycling.
- Working closely with the relevant local and national bodies.
- Actively encouraging staff to recycle at home.
- Aiming to reduce the amount of packaging and bags we use in our retail activities.
- Use of IT communications both internally and externally, rather than hard copying to reduce paper waste.

ENERGY USE

Natural resources are important and limited commodities so we aim to minimise our use of them via a number of initiatives resulting in a consistent reduction in the our consumption of electricity, oil and gas.

Initiatives:

- Building management systems are in place to economically control air and water operations throughout the site.
- We continually raise staff awareness in order to engage their co-operation.
- Providing guests with a 'green plan' to follow during their visit.
- Use of low energy lighting, where appropriate.
- Installing dual flush systems where appropriate.
- Installing double glazed windows throughout the Hall.
- Insulating relevant areas to reduce heating requirements.
- Lagging water tanks and pipes where possible.
- Introduction of a biomass boiler to supply heat to the laundry building.



TRANSPORT

We have measures in place to reduce the number of lone car drivers and encourage alternative methods of travelling. This extends beyond commuting to all forms of travel on company business.

Initiatives include:

- Provision of staff vans to reduce the need to use personal vehicles to get to work.
- Using the staff newsletter to introduce initiatives such as car-sharing.
- Considering fuel consumption and source when purchasing company vehicles.
- Encouraging the use of public transport for business journeys.



PURCHASING

We are committed to using the procurement process to ensure that all of our suppliers behave in a socially responsible way. We will continue to ensure that all our suppliers are aware of our desire to deal only with organisations that act in a socially responsible way and in accordance with all relevant legislation.

Initiatives:

- When possible, our tender specification also restricts the use of non-environmentally friendly products and procedures on our behalf. We regularly review this with our service providers to reinforce these ideas.
- We will attempt to influence our suppliers to improve their own green efforts.
- When purchasing for food and beverage requirements we actively seek to reduce food miles by favouring local producers.
- We buy paper from suppliers committed to sustainable forest re-plantation.
- Where possible we will use 'Fairtrade' options in our food and beverage provision.
- We will consider the impact of purchases from abroad, however where sustainable we have sourced new products and services from as far as away as Australia and Hawaii.



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.

Initiatives:

- We commit to be straightforward and truthful in all communication media, allowing guests to make informed purchasing decisions based on accurate and easily understood information.
- We adhere to all legislation, regulations and laws appropriate to our business.
- In considering the effect of direct mail we have, over the last few years, worked hard to attract and maintain customers using the internet. This incorporates special offers and newsletters, some of which are sent via e-mail to a database in excess of 180,000.
- We seek involvement in media activity with the purpose of promoting the benefits of adopting a healthier lifestyle.
- We aim to maintain healthy, non-compromising relationships with our competitors.



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.

Initiatives:

- As an independently owned business we have an outstanding commitment to re-investment in both the fabric of the building and the operating systems.
- There are stringent performance indicators in place, to guarantee long-term sustainability and growth.
- There is strict control over all transactions to ensure funds and/or assets are protected or dispensed of with due consideration.