

A photograph of a modern hotel building at dusk. The building's facade is illuminated with warm, golden light, highlighting the 'Adina' logo in a glowing, cursive font. The building features large windows and a balcony. In the background, a cityscape and mountains are visible under a dark, cloudy sky.

*Adina*

OUR ENVIRONMENTAL  
AND SOCIAL IMPACT  
STRATEGY 2023/24

# INTRODUCTION

**TFE Hotels acknowledges the traditional owners of the lands we conduct business upon and pays our respects to Elders past, present and emerging. We respect the Country itself, including its trees, animals, spirits, waters, skies, stars, and special sites.**

At TFE, we are proud to follow responsible business practices across our global network.

- We are global citizens with a local conscience.
- We drive environmental, social, governance, and community initiatives through our international network as part of our business as usual.
- And we empower our people to drive small projects with big impact at a local level.

To put this into practice we have created our Global ESG Charter, which aims to define the areas of focus along the ESG topics. The charter has five clear pillars that outline the most pressing topics in our organisation's Environment, Social and Governance strategy and then set clear commitments to be addressed under each pillar. These commitments and the resulting ESG initiatives were defined, after going through a process of analysing where the company is at the moment, what topics are most important to our business and its stakeholders and where we can have the biggest impact in being part of a more sustainable future.

To ensure the Charter is implemented efficiently and successfully, we make the following ESG strategic promise, the steps of which will help us build a solid base for all our ESG work.

## TFE HOTELS' STRATEGIC ESG PROMISE:

As a business, we commit to the principles of the ESG Charter and to working collectively and innovating to improve continuously.

We do this by defining clear areas of focus and setting strategic targets around these. We will put tools in place to systematically monitor our progress against this charter and the set goals, we also commit to ensuring that the sustainability strategy is made actionable by all our teams across our global network of hotels. Finally, to ensure full transparency, we commit to publishing annual sustainability reports to show the progress we have made.

# GLOBAL PEOPLE. SOCIAL CONSCIENCE.

We are global citizens with a local conscience. We drive environmental, social and community initiatives through our international network as part of our business as usual. And we empower our people to drive small projects with big impact at a local level.

## A Greener Tomorrow

We have a responsibility to play a part in mitigating climate change and supporting the sustainable development of the hospitality sector to create a greener tomorrow.



**Lower carbon footprint**



**Greener builds**



**Sustainable operations**



**Innovative solutions**

## A Cleaner World

To ensure the preservation of the natural world around us, we drive initiatives to protect our environment and foster a green mindset in all our strategic decisions.



**An internal green mindset**



**Waste reduction**



**Green practices**



**Protection of biodiversity**

## Diversity, Equity and Inclusion

We value the contribution of all our teams and each individual 365 days of the year and see diversity as a major strength in our business. We strive to create an environment where everyone feels welcome, valued, and able to fully participate.



**Happy and healthy team members**



**Diverse and inclusive teams**



**Equal opportunity to grow and learn**



**Empowered teams**



**Accessibility awareness**



**Companywide charity and sponsorship initiatives**



**Strong community and local heritage connections**



**Support for local charities and crisis relief**



**Guest involvement**

## Conscious Governance

We build systems that strengthen the base of our organisation, as well as support and provide a safe environment for all. We take our due diligence seriously.



**Strong foundations for a trustworthy and ethical business**



**A fair organisation**



**Safety and wellbeing culture**



**Like-minded suppliers**



**Human rights protection**



**Reconciliation action**

AS A BUSINESS, WE COMMIT TO THE PRINCIPLES OF THIS CHARTER, AND TO WORKING COLLECTIVELY AND INNOVATING TO IMPROVE.

## A GREENER TOMORROW

TFE Hotels has a responsibility to play a part in mitigating climate change and supporting sustainable development of the hospitality sector to create a greener tomorrow.



### Lower carbon footprint

#### Commitments:

- Set up and use a carbon measurement system.
- Monitor emissions and report on progress.
- Make a carbon reduction commitment and work towards this.



### Greener builds

#### Commitment:

- Refurbish and develop according to a recognised sustainability framework.



### Sustainable operations

#### Commitments:

- Monitor the use of energy, water and district heating in all hotels.
- Set, publish, and work towards energy consumption reduction targets.
- Set, publish, and work towards water consumption reduction targets.
- Set, publish, and work towards district heating consumption reduction targets.
- Set, publish, and work towards natural gas consumption reduction targets.



### Innovative solutions

#### Commitments:

- Find like-minded partners and set up partnerships.
- Going Digital.
- Developing and implementing a Responsible transport policy.



## A CLEANER WORLD

To ensure the preservation of the natural world around us, which is the destination that our guests travel to see and therefore a big part of our product, we drive initiatives to protect our environment and foster a green mindset in all our strategic decisions and internal operations.



### An internal green mindset

#### Commitments:

- Involve and train all employees.
- Establish Green teams in all hotels.



### Waste reduction

#### Commitments:

- Monitor all waste streams and set reduction targets.
- Reduce overall waste.
- Reduce Food waste.
- Eliminate Single-use plastic.



### Green practices

#### Commitments:

- Choose products that have minimal impact on land and ocean.
- Actively avoid pollutants.



### Protection of biodiversity

#### Commitments:

- Support our biodiversity.
- Set up partnerships to support conservation.



# DIVERSITY, EQUITY AND INCLUSION

We value the contribution of all our teams and each individual 365 days of the year and see diversity as a major strength in our business. We strive to create an environment where everyone feels welcome, valued, and able to fully participate in the unique experiences we have to offer.



## Happy and healthy team members

### Commitments:

- Continue to invest and improve our wellbeing programme.
- Monitor and review team wellbeing and equality and diversity.
- Implement communication to effectively engage teams on all levels.
- Ensure a respectful workplace for all.



## Diverse and inclusive teams

### Commitments:

- Firmly embed diversity in TFE's global culture.
- Offer inclusive work models.
- Clear policies and learning around wellbeing, diversity and safety.
- Recognise great achievements and input.



## Equal opportunities to grow and learn

### Commitments:

- Continue to offer great on-the-job and growing training opportunities.
- Build a transparent framework to promote on merit.
- Increase opportunities for underrepresented and marginalised groups/individuals.



## Accessibility awareness

### Commitments:

- Review accessibility of global hotel network and develop improvement plans.
- Improve and clearly communicate accessibility of all hotels.
- Collaborate with accessibility organisations.
- Implement suitable control mechanisms.



## Empowered teams

### Commitments:

- Involve teams in our ESG efforts.
- Drive small projects with big impact at a local level.
- Use social media for good.





## OUR GLOBAL COMMUNITY

We want to make a difference in people's lives and in the communities where we live, operate and travel. Our commitment is rooted in the belief that responsible and considerate hotel operations can enhance, rather than detract from, the unique identity and prosperity of our local community.



### Strong community and local heritage connections

#### Commitments:

- Identify and minimise the negative impacts of our operations.
- Engage and actively communicate with the local community.
- Enhance the local economy.
- Preserve and promote cultural heritage.



### Support for local charities and crisis relief

#### Commitments:

- Invite local initiatives and interest groups.
- Identify and partner with regional and local charity initiatives.
- Offer emergency/disaster relief and recovery.
- Encourage and incentivise team members to volunteer.



### Companywide charity and sponsorship initiatives

#### Commitments:

- Contribute to local and global projects.
- Tackle youth homelessness.
- Support sports organisations.



### Guest involvement

#### Commitments:

- Educate guests while they are staying with us.
- Share both ways.



## CONSCIOUS GOVERNANCE

We build systems that strengthen the base of our organisation, as well as support and provide a safe environment for all our stakeholders, we take our due diligence seriously.



### Strong foundations for a trustworthy and ethical business

#### Commitments:

- Compliance with all legislation and due diligence topics.
- Ensure clear policies.
- Guarantee transparency and protection of whistleblowers.
- Systematically engage stakeholders.



### A fair organisation

#### Commitments:

- Ensure a diverse and independent board of directors.
- Embed fair and equal compensation practices.
- Implement sustainability in all roles.
- Work towards certifying all European hotels with a GSTC-recognised label.



### Safety and wellbeing culture

#### Commitments:

- Implement and promote a code of ethics for all employees.
- Use the Clean Touch - Health & Hygiene program.
- Guarantee responsible Data Management.
- Uphold human Rights and oppose modern slavery.



### Like-minded suppliers

#### Commitments:

- Define criteria for purchasing to create and implement a responsible supply chain policy.
- Inform and evaluate all our suppliers according to our purchasing policy.
- Increase the amount of sustainable products bought/offered.
- Engage with local food suppliers and develop joint projects.

## CONSCIOUS GOVERNANCE - CONTINUED

We build systems that strengthen the base of our organisation, as well as support and provide a safe environment for all our stakeholders, we take our due diligence seriously.



### Human rights protection

#### Commitments:

- Respect and uphold human rights standards in all our operations.
- Oppose modern slavery.
- Safeguard the rights and well-being of children.



### Reconciliation action

#### Commitments:

- Deliver a Reconciliation Action Plan to guide relationships with First Nations Peoples.
- Promote culture and develop opportunities to work with the communities in which we operate.
- Use our influence to advocate for social change.

## OUR COMMITMENT TO OUR CHARTER

Now that we have defined the most important areas to work with, it is important that we tell you, how exactly we plan to deliver on our promise.

- E & S charter
- Global Working Group
- ESG Steering Group
- Reconciliation Action Plan
- Sustainable Management System
- ESG working groups
- Reporting



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