

The Francis Hotel

Environmental Social Governance Policy 2026

The Francis is a four-star hotel situated in the heart of the historic city and UNESCO world heritage site of Bath. The hotel comprises Regency-style townhouse rooms, a spa featuring an Espuro Foam Steam Room, a customer car park, and the Michelin Guide recommended restaurant and bar, Emberwood. As part of the global tourism industry, we recognise and understand how everyday operations at the hotel can impact people, the planet, and the local community, and we take the responsibility to mitigate that impact seriously.

Sustainability is a core pillar in our business; this policy sets out our commitment to protecting and enhancing the environment, wherever possible. We are committed to implement long-term sustainable management practices that reduce and mitigate these impacts of the hospitality industry on a local and national level.

Our Environmental Commitments

In every aspect of our business, we will address the following areas:

- Energy – through our partnership with Greenview regularly track electricity consumption and set reduction targets; reduce gas consumption through electrification of the kitchen and restaurant; implement an energy efficient equipment replacement strategy; purchase REGO-backed electricity tariffs.
- Water – implement best practice to monitor and reduce water consumption; implement a water efficient equipment replacement strategy; identify any sourcing from high-risk water locations in the supply chain.
- Waste – ensure all waste is separated out for recycling and strive to improve recycling rates through regular training on best practice; operate a zero-to-landfill business; work with suppliers to reduce the use of unnecessary packaging and increase the proportion of recyclable materials in use.
- Carbon – calculate our carbon footprint using the HCMI (Hotel Carbon Measurement Initiative) calculator on an annual basis and take action to reduce emissions across Scopes 1 and 2 and expand to include Scope 3 categories where possible.
- Sourcing – celebrate and prioritise ingredients, drinks and amenities from producers local to Bath and the Southwest; ensure fair trade principles are adhered to for high-risk commodities; integrate ESG considerations into supplier screening and contracts
- Biodiversity – commit to preserving and protecting biodiversity in and around the hotel and local community.

Our Social Commitments

Based in one of the original Georgian buildings in Bath, we are a core part of Bath's history and continue to play an active part within the community. As a business, we aim to create a safe and welcoming workplace where everyone can flourish:

- Team – offer enhanced benefits including extended maternity and paternity leave; contributions toward leisure passes; staff meals; cycle to work scheme; and complimentary hotel breaks
- Recruitment – champion DEI and eliminate unlawful discrimination where all applicants are considered based on their skills, experience, potential and merit, not their age, sex, sexuality, gender, race, background or relationships.
- Training – ensure staff are appropriately trained for their job and provide comprehensive learning and development opportunities.
- Community & charity partnerships – as part of the Sutton Hotel Collection we work with specific charities and local communities to support people of all backgrounds into hospitality through meaningful volunteering, work experience, and employment.

Our Governance Commitments

As a business, we comply with all laws and regulations pertaining to our operations. Our Governance system will ensure the following areas are monitored, reported on and third-party validated where relevant:

- Data records – seek to improve the quality and coverage of data for meeting and exceeding reporting requirements for robust annual benchmarking.
- Suppliers – inform our suppliers of our ESG commitments and regularly review and audit the supply chain to ensure compliance and carry out due diligence for high-risk commodities.
- Leadership – senior management are aware of the relevance of ESG commitments and lead by example.
- Green Team – with representatives across all levels of the hotel, ensure implementation and monitoring of ESG projects, helping to embed ESG in our culture and operations.
- Accreditations – use third party accreditation standards as a framework to actively review and continually improve our ESG performance.



Bruce Marques
Hotel Manager



Date