

Bingham Riverhouse Environmental Policy 2023

As a small business we recognize and take seriously our responsibility to the environment and the local community. We strive to have a positive impact on both, and we ensure all aspects of our operations adhere to this principle. We carefully consider suppliers who share our values, to always offer the best, and most environmentally friendly product that we can for our guests.

Dine + Drink

- We use local suppliers where we can. Nearly all of our suppliers are local to South-West & Greater London. Many of them are family owned and run, and have been in practice for decades. We have direct relationships with them, and work together on availability, seasonality and the most sustainable options.
- Nearly all of our fresh produce (fruit & vegetables, dairy, fish, meat) is traceable back to the farmer, grower producer. We have meetings with suppliers on a regular basis to touch base, see where we can improve and support each other, and come up with new and innovative ways to use the freshest, most local and seasonal produce where possible.
- We hold certifications from suppliers where possible. Our fish supplier is constantly reviewing and improving their sustainable practices. Our eggs are certified by the British Lion (UK1) as free-range. Our dairy is traceable to specific farms, and we are very selective in the sourcing of our fresh fish. We currently use Loch Duart Salmon as the main source of our fish for the Riverhouse.
- We try to order food with as little packaging as possible. However, this is not always possible, so we do separate and recycle our waste. All of our food waste is composted.
- By working cleverly with seasonal produce and our suppliers, as well as batch cooking and portioning menu items, we reduce food waste drastically. We also redistribute, get creative with team dinners, and donate items to utilise any excess produce. We make vinegar from wine (leftover open bottles from weddings), make melba toast and even gnocchi from extra bread, and make butter from cream.
- When it comes to water, power and gas our team are all on alert to use as little as possible when it come to the kitchen. We do not leave ovens running, we turn off lights in unused areas (our storage areas work with sensors) and we never leave a tap running. Our kitchen uses a grease trap to ensure environmentally friendly waste water disposal.

In The Bedroom

- Our handmade beds from Naturalmat have ethically-sourced organic mattresses for the ultimate sleep hygiene.

- Some bedrooms have hand forged copper bath tubs from Catchpole & Rye in their local Foundry and hand finished in Pluckley.
- Our high quality bedroom amenities by La Eva are handmade in Cotswolds, using recycled bottles that we refill to avoid waste.
- Our feedback forms give an option for guests to give tips or ideas upon how we can improve or be more 'green'.
- Organic fair-trade, teas, coffee, and hot chocolate are provided
- Complimentary filtered Bingham water is provided in refillable glass bottles.
- Our bedrooms are well insulated, with ventilation, to minimize the need for air conditioning, and only acclimatized when occupied.

Housekeeping

- All of our cleaning products are green and eco friendly.
- We use a reputable 'green' laundry company.
- We have an environmental laundry policy to only replace guests' towels upon request, to conserve laundry.
- We use First Mile for our waste who promise zero to landfill.
- The whole house is plastic free with the exception of our bin liners.

Team

- We have a diverse ownership being ones of the only black-owned female hotels in the country and employees are from all walks of life, all over the world.
- We encourage our team take public transport to work and have bike racks and Bingham bikes as we are on many scenic walking routes.
- The majority of our team are hired in South-West London in the surrounding area to where we are situated and are on permanent contracts as opposed to seasonal contracts.
- We uplift and train from within, teaching skills cross-training in all departments.

- Many of our staff have been with Bingham Riverhouse for many years, and have trained from apprentice positions up to the managers they are today. We are very proud to be able to say that many of our team members started as apprentices and have made it up the ranks over the years:
 - 2 commis chefs have been trained up from Kitchen porter and waiter for example.
 - Our sous chef has been with us for 9 years, and began here as a Kitchen porter.
 - Our sommelier has been with us for 14 years and started as an apprentice.
 - 2 Receptionists have been trained up from housekeeping apprentice level.
 - Our manager of Health and safety & housekeeping began as an apprentice Kitchen porter.
- Amongst our employees we have promoted a ‘Green team’ to ensure that the property runs as ‘greenly’ as possible. They enthusiastically keep us all in check, and constantly strive for ways that we can have a more positive environmental impact; looking at ways to reduce our energy consumption, reducing our waste, sourcing greener products and so on.

Community & Philanthropy

- We support many charities including Shepherds star, The Poppy Factory & Choose Love.
- We plant a tree with the Onetreeplanted initiative for every membership sold and also in lieu of Christmas crackers.
- Shepherds Star community lunches:

Table of Hope is our explore monthly community invitation to a nutritious lunch at a communal table within a safe, interactive space - reducing isolation and enhancing wellbeing.

"At the Table there is no-one above you and there is no-one below you. In our society we value platforms for people to stand at but at the Table there is no platform. At Tables we are one and we see each other" - Matt (attendee)

Table of Hope is brought to the Riverhouse by Shepherd's Star - a charity devoted to encouraging self-development and a sense of purpose by bringing communities together in a collective effort, rebuilding confidence, developing skills and reigniting the potential of those in need.

Building relationships based on shared values and respect, Shepherd's Star collaborates with volunteers and charitable partner organisations, supporting social

inclusion, inspiring hope and empowering individuals.

Table of Hope is a safe interactive space for you to connect with others and share a nutritious meal with the aims to reduce isolation & loneliness.

- We support The Victoria Foundation by donating auction prizes such as overnight stays and membership.
- We take an active role in the local community, are a member of the Richmond business and retail association, and sponsor numerous events and causes including Richmond Theatre, Richmond's May Fair Ball, Richmond's Christmas lights. Shooting Stars Hospice, React, and Richmond Carers are amongst the local charities which are supported.

Wheelchair accessibility.

Accessible washroom facilities on ground + lower ground floors.

Lift to events space.

Awards and accreditation's we have had include Green Tourism Silver, Sustainable Restaurant Association.

Energy

- We have had an energy efficient boiler installed.
- We are constantly striving to reduce our energy usage whilst not compromising on quality of service. Where we can lights are on sensors.
- We have energy saving light bulbs throughout the property.
- We use natural liquid wax lamps rather than tea lights that offer a longer burning time.
- Our used cooking oil is collected and converted to bio fuel.
- We have wireless thermostats in common areas, so we have better control of the energy spend.

Wellbeing

- We have a tranquil garden where guests can wander, children can play, and visitors can mingle. A place where, like the poets who lived here a century before, you can feel the connection with nature.
- bhuti- our wellness yurt located in our garden offers wellbeing classes and workshops such as yoga and meditation.
- We offer healthy food options, CBD cocktails as well as no + low alcohol beverages drinks.
- Our Riverhouse offers scenic views and bright light filled rooms.
- We have Yogi Bare yoga mats that are made from eco-conscious materials and produced in the UK as well as crystals in the rooms to encourage self-wellness practices.
- Members' wellness events and community of like-minded individuals.
- We use the river Thames situated at the end of our garden gate to offer paddle boarding and kayaking.
- We have signed up to the cycle to work scheme

Stationary

- Our Riverhouse pens are made from plant-based materials.
- We maintain a low-printing culture within our team. All documents are sent to the team as PDF documents so they use iPads to read them.
- We use recycled paper where possible. Our brochure is printed on recycled paper, and is kept deliberately small and available as a PDF file. Most of our marketing is conducted via our website, email newsletter and through social media.

