

Four Pillars Hotels Corporate Social Responsibility Policy



With us, you're at home

Corporate Social Responsibility Policy

General Overview

At Four Pillars Hotels, we take our responsibilities seriously – to our guests, to our staff and the world around us. Our sense of community and a determination to operate ethically, sustainably and professionally is integral to the way we do business.

Our board of directors takes a leadership role in driving this commitment – not just within our own team but in our interactions with our partners, suppliers and customers.

And to ensure we achieve independently audited standards, our hotels are all members of the Green Tourism Business Scheme, the only certification scheme validated by Visit Britain, through the International Centre for Responsible Tourism.

Our approach covers:

Our People

Our staff are our most important asset and we are dedicated to providing a working environment in which they can develop and thrive. We encourage open and honest communication and have robust policies covering everything from equal opportunities and diversity to health and safety.

Our Communities

All Four Pillars hotels are deeply involved in their local communities, fostering partnerships, engaging in neighbourhood projects and supporting local charities as well as creating economic opportunities in the surrounding area.

In addition to local charities, each year our staff nominate a charity for us to support at a group wide level and by combining our efforts in this way we are able to make a greater impact on a worthwhile cause.

Our Communications

We have an ongoing commitment to reducing the amount of printed material we produce and use recycled materials wherever possible. Electronic and digital communications are utilized rather than traditional mail and we ensure that our commitment to corporate social responsibility is communicated clearly to our guests, suppliers and partners.

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Our Environment

Our commitment to protecting the environment - both locally and as part of the global community – is at the heart of our Corporate Social Responsibility policy.

We have clearly defined standards in the areas of:

- pollution prevention , ensuring both day-to-day operations and emergency procedures avoid damaging the world around us
- waste minimisation, through careful purchasing and operational processes as well as recycling
- reduced energy consumption, from energy-saving light bulbs to awareness schemes for both guests and staff

And our “plant a tree scheme” in association with OxTreeGen is designed to help our guests make a difference for generations to come. By paying just £9.99 guests can have a tree planted locally in their name that will offset approximately 1 tonne of carbon emissions in its lifetime.

Our hotels are also encouraged to develop their own local environmental initiatives, for example, management systems at Cotswold Water Park to encourage, improve and create habitats for species from dragonflies to bats and winter breeding birds, and Oxford Thames’ partnership with the Oxford Preservation Trust.

Our Suppliers

Our suppliers are carefully selected to reinforce our commitment to sustainability. Wherever possible we buy responsibly sourced products, with particular emphasis on local and seasonal purchasing to reduce food miles, as well as prioritising suppliers that minimise packaging.

Our hand-picked suppliers include a butcher that has been in the same family for seven generations, an award-winning organic dairy, a fisherman who has designed new nets to allow smaller fish to escape and a syndicate of local farmers growing fresh fruit and vegetables.

But we don’t just stop at the purchasing. Our own in-house team of chefs incorporates supplier visits to reinforce the importance of food sourcing in maintaining our high food standards.



Charles Holmes
Chief Executive