



SUSTAINABLE RESTAURANT ASSOCIATION SUSTAINABILITY RATING

Radisson Blu Edwardian– May, 2014

**SRA Sustainability Rating report prepared by: Sustainable Restaurant Association
Level 2, 25 Gerrard St
London
W1D 6JL
+44 20 7479 4224**

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INTRODUCTION

Radisson Blu Edwardian is a collection of 14 luxury hotels located in Manchester, London, Heathrow and Guilford. The 14 restaurants and 4 bars serve British and World cuisines and specialise in afternoon tea, pre-theatre dining and private dining. The hotel group was founded in 1973 and has served approximately 1 million customers over the past 24 months. Radisson Blu Edwardian was awarded UK Superbrands status in both 2014 and 2013 and achieved Two Star Sustainability Champion status from the SRA in 2012. This report will examine the 14 restaurants in the hotel group.

The completed SRA Sustainability Survey was submitted by Stephen Botha, Group Food and Beverage Service Manager of Radisson Blu Edwardian. The scoring was conducted by Sophie Elwes of the SRA upon completion of the mandatory evidence collection process; this report was written by Bairbre Doyle of the SRA.

The SRA Sustainability Rating recognises restaurants as One, Two or Three Star Sustainability Champions depending on how they rate against a wide range of criteria covering 14 areas of sustainability and provides restaurants with a detailed assessment of their credentials across the SRA's three pillars of sustainability: Sourcing, Society and Environment. Good restaurants will be rated One Star Sustainability champions, excellent restaurants Two Stars and exceptional restaurants Three Stars. The SRA Sustainability Rating system provides restaurants with not only recognition for their sustainability and benchmarking information, but also a ready-made marketing tool to help customers choose their dining destination.

The resulting score and analysis for Radisson Blu Edwardian is detailed below, and recommendations for future sustainability initiatives are provided that could further enhance the group's current sustainability status.

RADISSON BLU EDWARDIAN SUSTAINABILITY RATING RESULTS



Radisson Blu Edwardian scored **64%** achieving **Two Star Sustainability Champion** status. Two Star Sustainability Champion status is awarded to restaurants scoring 60% - 69% and is an excellent achievement.

SUSTAINABILITY SECTION	% SCORE
Sourcing	46%
Society	83%
Environment	78%

The performance of Radisson Blu Edwardian across the SRA's three pillars of sustainability: **Sourcing, Society and Environment**, is compared in Figure 1 (below) with the average score from all Sustainability Rated restaurants.

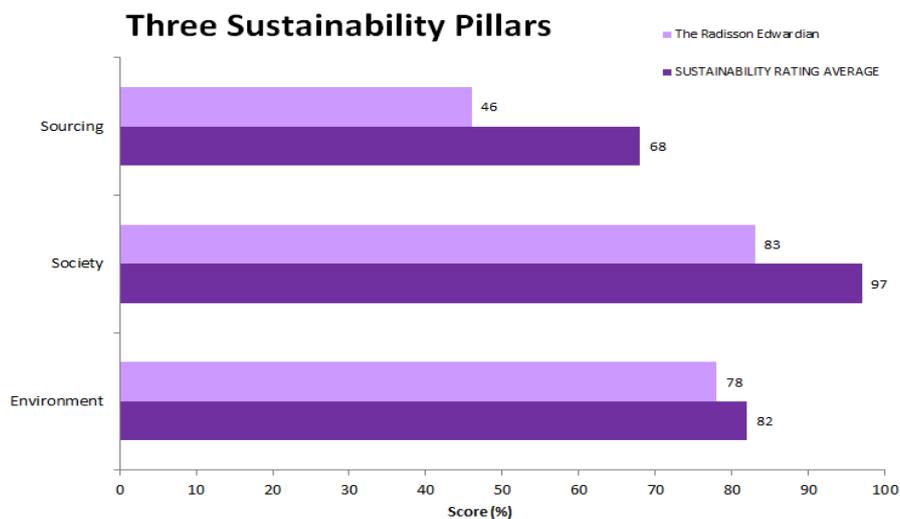


Fig 1: Radisson Blu Edwardian's performance across the SRA's three pillars of sustainability, compared with the average score of Sustainability Rated restaurants

Radisson Blu Edwardian's performance across the SRA sustainability rating was excellent. Society (83%) was the group's highest score in the rating due to the implementation of a comprehensive employee training scheme at the new ED.GE academy and the support of national and international charities like Centrepunt UK, Springboard UK and the World Childhood Foundation. These practices contributed to scores of 100% for *Treating People Fairly* and 95% for *Community Engagement*. However, improvements could be made in the *Healthy Eating* (43%) area, for example highlighting healthier and reduced-fat options on the menu as standard to make it clear which items contain less fats, calories and sugar.

Environment (78%) was the group's second highest score in the rating and some exceptional initiatives were observed in the *Energy Efficiency* (100%), *Water Saving* (100%) and *Waste Management* (95%) areas. In particular, Radisson Blu Edwardian monitors energy and water use on a regular basis, sets reduction targets and recycles waste items like paper, cardboard, glass, plastics, cans and cooking oil. The lowest scoring area of this pillar was *Workplace Resources* (41%) and Radisson Blu Edwardian could consider using solely environmentally friendly cleaning products and purchasing more catering disposables that are made from recyclable, recycled, biodegradable or compostable materials.

Sourcing (46%) was the group's lowest score in the rating, however some good initiatives were observed in the *Local & Seasonal* (56%), *Ethical Meat & Dairy* (56%) and *Fair Trade* (53%) areas including the group's efforts to source free-range British beef, poultry and lamb, purchase English, Welsh and Scottish wine and buy coffee and tea that is produced to a standard that incorporates fair trade criteria. Improvements could be made in the *Sustainable Fish* (35%) and *Environmental Positive Farming* (26%) areas. For example, the group could purchase sugar, tea and chocolate that is produced to a standard that incorporates environmentally positive farming criteria like organic.

The performance of Radisson Blu Edwardian across all key Sustainability Rating areas is detailed below and is compared in Figure 2 (below) with the average score from all SRA rated restaurants.

SUSTAINABILITY SECTION	% SCORE
Local and Seasonal	56%
Sustainable Fish	35%
Environmentally Positive Farming	26%
Ethical Meat and Dairy	56%
Fairtrade	53%
Treating People Fairly	100%
Healthy Eating	43%
Community Engagement	95%
Responsible Marketing	72%
Supply Chain	55%
Waste Management	95%
Workplace Resources	41%
Energy Efficiency	100%
Water Saving	100%

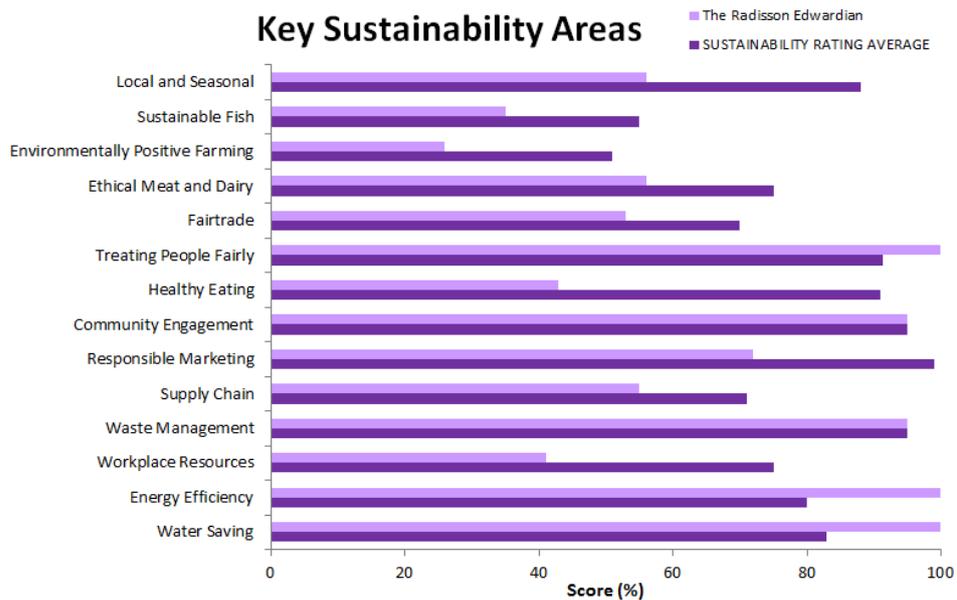


Fig 2: Radisson Blu Edwardian's performance across all key Sustainability Rating areas, compared with average score of all SRA rated restaurants.

PERFORMANCE ANALYSIS & RECOMMENDATIONS

SOURCING

Sourcing (46%) was the pillar where Radisson Blu Edwardian achieved its lowest score. However, the SRA observed some good initiatives in the *Local & Seasonal* (56%) and *Ethical Meat & Dairy* (56%) areas due to the group sourcing free-range British lamb, poultry and beef and purchasing English, Welsh and Scottish wine, and British eggs, milk and cheese. The group also achieved a good score in the *Fair Trade* (53%) area as a result of buying coffee and tea that is produced to a standard that incorporates fair trade criteria.

Improvements could be in the *Sustainable Fish* (35%) and *Environmental Positive Farming* (26%) areas by producing a written sustainable seafood sourcing policy stating Radisson Blu Edwardian's ethical stance and sustainability aims on fish and purchasing tea, sugar and chocolate which are produced to a standard that incorporates environmentally positive farming criteria like organic. Commendable actions are evident across most Sourcing areas, however, some recommendations for improvement are provided below.

Commendable

- Sourcing vegetables grown in Britain. This helps to support the British economy and reduces food miles from imports, subsequently lowering the carbon footprint of the business. Because a wide range of seasonal vegetables are available in the UK, variety in the menu can be retained whilst sourcing nationally.
- Purchasing British pork, lamb, mutton, beef and poultry. Radisson Blu Edwardian is reducing the food miles associated with international transportation whilst also supporting British farmers. British pork, lamb, mutton, beef and poultry can be produced to some of the highest standards of environmental and animal welfare practice in the world.
- Sourcing free-range poultry and pork. This ensures that the animals have led lives with access to natural light and open spaces. It allows birds to exhibit natural behaviours such as foraging and also has the additional benefits of lower stocking densities in the outdoor areas.
- Sourcing free-range, grass and pasture-fed beef and lamb. This ensures that cattle and sheep are provided with open space to roam outdoors which enables them to express their natural behaviour and gives them access to a natural diet of grasses.
- Purchasing British eggs, milk and cheeses. Radisson Blu Edwardian is reducing food miles from international transportation and supporting British farmers. Furthermore, it has been suggested that nearly a quarter of eggs from elsewhere in the EU will be produced from illegally caged hens.

- Implementing some fish and seafood sustainability measures like having a Sustainable Seafood Supplier Agreement in place with suppliers and menu flexibility to reflect seasonality.
- Purchasing English, Welsh or Scottish wine. This helps support local economies and the wine industry in the UK. It also helps towards reducing food miles and thus the carbon footprint of the business.
- Buying tea and coffee that is produced to a standard that incorporates [Fairtrade](#) criteria. Fairtrade guarantees a fair price for the farmers and also invests an additional premium in community development projects chosen by farmers and farm worker.
- Purchasing coffee that is produced to a standard that incorporates environmentally positive farming criteria like [Rainforest Alliance](#). This works to conserve biodiversity and ensures sustainable livelihoods by transforming land use practices, business practices and consumer behaviour. Their work covers areas of agriculture, forestry, tourism, climate change and environmental.

Recommendations

- Investigate the possibility of sourcing more organically certified vegetables and fruit. This ensures that products have been produced in line with IFOAM's principles of ecologically, socially and economically sound systems of organic agriculture.
- Explore the options for sourcing more [LEAF](#) certified vegetables. LEAF stands for Linking Environment and Farming and ensures that produce is grown in a way that ensures high levels of environmental stewardship are adhered to in the farming practices.
- Look into changing menus more often to incorporate seasonally available vegetables. This would avoid CO₂ emissions from growing, packaging, storing and transporting food that is not in season. Seasonal produce can also be fresher as it is often grown locally/nationally and so does not need to travel far between farm and plate.
- Consider sourcing more fruit grown in Britain. This helps support the British economy, whilst reducing food miles from imports and subsequently the carbon footprint of the business. Furthermore, a wide variety of seasonal fruits are available in the UK which helps retain variety in the menu.
- Where fruit is imported, consider the possibility of purchasing more Fairtrade fruit where available. This ensures that Radisson Blu Edwardian's use exotic fruit from farmers who are guaranteed a minimum price for their produce, together with a premium to benefit their families and communities. This helps to secure a better deal for farmers in developing countries and ensures a more sustainable supply chain.

- Consider purchasing more organic meat.
 - Organic poultry ensures that certified farmers have followed a strict set of guidelines and are inspected annually. Birds are raised to high welfare standards that gives them access to outdoor spaces; stocking densities are lower both inside and outdoors and the growth rate is restricted to reduce health-related afflictions. Production standards also confer better environmental practices than standard farming.
 - Organic pork ensures that pigs are raised to high welfare standards that gives them access to outdoor spaces, stocking densities are lower both inside and outdoors and there are restrictions on the use of slatted flooring. Pigs are also provided with straw and other enrichments to enhance their natural behaviour.
 - Organic beef and lamb ensures that certified farmers have followed a strict set of guidelines and are inspected annually. The beef has been raised to a high welfare standard and is produced in a way that confers better environmental practices than standard farming.
 - Organic eggs and egg products ensures birds are raised to high welfare standards that give them access to outdoor spaces; stocking densities are lower both inside and outdoors and mutilations, such as beak trimming, are prohibited.
- Purchase seafood according to seasonality. This approach reduces pressure on fish during their spawning season, allowing stocks to breed and replenish their populations.
- Consider producing a written sustainable seafood sourcing policy stating Radisson Blu Edwardian's ethical stance and sustainability aims on fish. This information can be provided to existing and new suppliers to ensure that they are fully aware of the restaurant's sourcing standards. It also helps to inform customers of the good things the restaurants is doing behind the scenes.
- Purchase more fish and seafood from British waters. This reduces the carbon emissions associated with transportation and storage, whilst supporting fishing communities throughout the UK.
- Assess the fish and seafood on the menu according to the Marine Conservation Society's (MCS) ratings and remove all fish rated 5 'fish to avoid'. This approach enables the restaurants to be confident that the fish they are serving are not under severe pressure from over-fishing.
- Consider gaining Marine Stewardship Council (MSC) Chain of Custody certification for the restaurants, to complement Radisson Blu Edwardian's sustainable seafood sourcing policies. This would enable Radisson Blu Edwardian to promote the fact that

it is the final link in an entirely sustainable food chain by using the MSC eco label on menus, next to MSC items.

- Look in to purchasing some UK craft beers and cider. This helps support local economies and the beer and cider industry in the UK. It also helps towards reducing food miles and thus the carbon footprint of the business.
- Look in to purchasing some organic beer, cider and wine. These are made with organic barley and hops, apples or grapes which are spared of the application of chemicals and fertilisers when grown, reducing the negative environmental impact on soil, air and water ways.
- Consider purchasing some biodynamic, natural or fairly traded wines.
 - Biodynamic wines are made using a practical method of farming, which embodies the idea of ever-increasing ecological self-sufficiency. Biodynamic viticulture brings enhanced environmental benefits and it would be great if Radisson Blu Edwardian can support this.
 - Natural wine takes the process back to its roots and uses minimal chemical and technological intervention in growing grapes and making them in to wine. Not only is it energy efficient but it also helps to preserve the historical tradition and culture of wine production.
 - Fairtrade wine ensures that Radisson Blu Edwardian are sourcing products from farmers in developing countries who are guaranteed a minimum price together with a premium being to benefit their families and communities, thus securing a better deal for those producers.
- Consider purchasing tea, sugar and chocolate that are produced to a standard that incorporates environmentally positive farming criteria like organic. The agricultural techniques used to grow organic tea, sugar and chocolate is kinder to the environment and help soils remain nutrient-rich.
- Consider buying chocolate and sugar that is produced to a standard that incorporates fair trade criteria like Fairtrade. Fairtrade guarantees a fair price for the farmers and also invests an additional Fairtrade premium in community development projects chosen by farmers and farm workers.

SOCIETY

Society (83%) was the group's highest score in the rating and the SRA observed some excellent initiatives across this section. Radisson Blu Edwardian performed the strongest in the *Treating People Fairly* (100%) area due to all staff having written contracts, being notified of the restaurants tipping policy and receiving training like environmental awareness through the new ED.GE academy. The group also achieved an excellent score in the *Community Engagement* (95%) area as a result of supporting charities like Springboard UK and being involved in community initiatives like the Edwardian Charitable Fund. The group's 72% for

Responsible Marketing was underpinned by practices like promoting the group's sustainability aims and ethical stance to customers on the company website.

Improvements could be made in the *Healthy Eating* (43%) area by highlighting healthier and reduced-fat options on the menu, offering smaller portion sizes at a reduced cost and signing up to the Public Health Responsibility Deal. Commendable actions are evident across all Society areas, however, some recommendations for improvement are provided below.

Commendable

- Having formal contracts in place for both part-time and full-time employees. This validates the terms and agreements between the restaurants and its employees and also provides a degree of job security. This is an ethically minded approach and is encompassed within what makes restaurants socially sustainable.
- Providing and implementing written formal grievance and disciplinary policies. This is explained during employee's induction and displayed in writing in the employee handbook and the internal portal. This makes staff aware of the working relationship between themselves and their management. It also ensures that all members of staff are treated fairly.
- Providing all members of staff with a free meal per shift. This ensures an added benefit for staff working at the restaurants and will further assist them financially. Furthermore, it informs staff about the food which they are serving, which is useful when recommending dishes.
- Making sure employees are aware of how service charges and tips are managed. The SRA commends Radisson Blu Edwardian for ensuring that all employees are made aware of this in writing as it better informs staff on how their well-earned tips and service charges are distributed.
- Developing and implementing a comprehensive employee training scheme and induction that includes environmental awareness, energy & water efficiency, health and safety and management training. This is essential for employee's development and leads to well-informed and sufficiently aware staff.
- Offering staff a range of staff benefits. The added benefits of extensive training and benefit opportunities like time off for education, free uniforms and work wear, supplier visits are improved employee morale, better understanding of the job role and less ad hoc training which can be time inefficient and ineffective.
- Providing apprenticeships for school leavers. This offers those seeking employment an opportunity to learn vital skills and enter the job market.
- Ensuring that the group's restaurants can cater for specific dietary requirements and informing customers of this in writing. This improves the business' inclusivity, widens

the customer base and ensures that customers with specific dietary requirements or allergies are able to dine at the restaurants without worrying that what they are eating is suitable for them.

- Supporting national and international charities like Centrepoint and the World Childhood Foundation. Restaurants are a fantastic resource for charities and it is brilliant to see Radisson Blu Edwardian raising money for worthy causes. It also demonstrates to customers that Radisson Blu Edwardian does not solely run for profit, but also focus on the benefits the business can generate for society.
- Being involved in community initiatives like the Edwardian Charitable Fund which supports charities such as Breast Cancer Awareness, Shooting Star Chase and Kensington and Chelsea Foundation. This improves and strengthens the business' position within the local community and can also lead to social improvements for people in the local area.
- Working with schools to teach pupils about food provenance, sustainability and cooking skills. This helps to educate the younger generation on sustainability in the restaurants sector. Using the expertise gained by operating an environmentally aware and sustainable business, and passing this on to students, helps better their understanding of the various issues facing sustainability in the food.
- The SRA commends Radisson Blu Edwardian for communicating costs clearly to customers, including displaying service charges and tipping policies. This ensures that customers are completely aware of what charges apply to them and avoids confusion when it comes to paying the bill.
- Recording customer feedback and complaints. This is good business practice and allows the company to improve on past issues. It also enables the company to record positive feedback that has resulted from sustainability improvements.
- Promoting the restaurant's sustainability aims and ethical stance to customers in writing. It is important for Radisson Blu Edwardian to publish its commitment to sustainability so that customers are aware of the good work undertaken behind the scenes. It shows that the business has clear commitment to the environment and society. Publishing achievements, targets and goals also shows that Radisson Blu Edwardian takes sustainability seriously and has a commitment to consistent improvements moving forward.
- Having a dish in each one of the 14 restaurants which is associated with one of the group's key charities. For each dish sold Radisson Blu Edwardian donates 50p to Springboard UK, a charity that helps young, unemployed and disadvantaged people into careers in the hospitality industry.
- Setting up a food and beverage academy called the ED.GE academy. Radisson Blu Edwardian is working with suppliers to host a variety of speciality courses and workshops to educate staff members in areas like butcher and sugar craft.

Recommendations

- Offer a wider proportion of dishes suitable for vegetarians. This ensures that the offering to vegetarian customers is more inclusive and appealing and also reduces the restaurant's carbon footprint.
- Look into highlighting healthier and reduced-fat options on the menu as standard to make it clear which items contain less fats, calories and sugar. This is essential for personal health and wellbeing, and ensures that customers at Radisson Blu Edwardian are assisted further in making healthier choices.
- Implement more methods to encourage and accommodate customer requests for healthier options like smaller portion sizes at a reduced cost, indicating healthier options on the menu and signing up to the Public Health Responsibility Deal. This is essential for personal health and wellbeing, and ensures that customers at Radisson Blu Edwardian have the option and are encouraged to eat a healthy and well balanced diet.
- As well as encouraging staff to have conversations with customers on the provenance of ingredients used at Radisson Blu Edwardian, provide customers with written information about it. This demonstrates to the restaurant's customers how focused the business is on the produce that is sourced for the menu. This approach also displays transparency to customers and stakeholders whilst promoting this to other businesses as a positive approach.

ENVIRONMENT

Environment (78%) was Radisson Blu Edwardian's second highest score across the pillars in the SRA Sustainability Rating. The restaurants performed exceptionally well in the *Energy Efficiency* (100%) and *Water Saving* (100%) areas due to the group setting reduction targets for both energy and water and installing energy and water saving technology, for example energy efficient kitchen equipment and dual flush toilets. The group achieved an excellent score in *Waste Management* (95%) as a result of the group's restaurants recycling paper, cardboard, glass, plastics, cans and cooking oil and ensuring food waste is composted or anaerobically digested.

However, Radisson Blu Edwardian could improve in the *Supply Chain* (55%) and *Workplace Resources* (41%) areas by ensuring that the group's suppliers are aware of its sustainable sourcing standards in writing and serving tap water or filtered water to customers as the default option instead of bottled water. Commendable actions are evident across all Environment areas, however, some recommendations for improvement are provided below.

Commendable

- Working with suppliers on efficient delivery systems like minimising the frequency of delivery and monitoring order requests to reduce the carbon footprint, negative environmental outcomes and social impacts associated with the business receiving regular deliveries.
- Formally monitoring waste on a regular basis and setting targets for waste reduction. This helps formalise the way that waste travels through the business which provides a mechanism by which to analyse how much waste is being created and where reductions can be made. If reduction targets are met consider rewarding employees for their efforts as a further incentive.
- Ensuring that the groups restaurants recycles as many waste items as possible including paper, cardboard, glass, plastic, cans, cooking oil, batteries and light bulbs. This practice diverts waste from landfill and ensures that it is re-used instead of using virgin resources.
- Separating food waste for composting or anaerobic digestion. Food waste comprises a considerable amount of a restaurant's total waste and Radisson Blu Edwardian's decision to ensure that this waste stream is diverted from landfill and utilised for other purposes is highly commendable.
- Undertaking actions like having a First in first out system (FIFO) in place in fridges and stores which is audited regularly to reduce the amount of food waste generated at the restaurants.
- Encouraging customers to take home unfinished meals by offering them doggy bags or boxes. This helps to reduce the amount of food waste generated by Radisson Blu Edwardian by allowing customers to take home food that would otherwise be thrown away.
- Ensuring that all paper used in the restaurants and back-of-house is [Forest Stewardship Council](#) (FSC) certified. The FSC facilitates the development of standards, ensures monitoring of certified operations and protects the FSC trademark so that consumers can choose products that come from well-managed forests. Using paper items made from recycled content minimises the use of virgin resources in manufacture.
- Monitoring energy use on a regular basis and setting targets for reduction. This allows Radisson Blu Edwardian to accurately record energy usage and compare it against key figures such as amount of covers and turnover. Measuring and comparing energy use in this way enables the restaurants to identify priority areas to reduce energy consumption and use these targets to guide its energy efficiency improvements.

- Installing smart meters in the restaurants. This has enabled energy load profiling and in-depth analysis of bills that helps the restaurants to determine patterns of energy usage and see if they match expectations for different times of the day and different seasons.
- Purchasing 100% renewable energy for the restaurants. This means all the energy used to run the restaurants is generated from renewable energy sources such as solar or wind which reduces Radisson Blu Edwardian's carbon footprint significantly.
- Calculating the carbon footprint of the restaurants. This has helped Radisson Blu Edwardian to establish the carbon emissions resulting from the restaurant's operations and provides a baseline for setting future carbon reduction goals.
- Ensuring that the restaurants is energy efficient by implementing energy saving best practice in the restaurants such as turning off lights and equipment when not in use, regular maintenance schedules and setting thermostats to an optimum level. The technical solutions in place at Radisson Blu Edwardian such as energy efficient kitchen equipment, sensors or timers on lights or equipment and low energy lighting are also commended.
- Monitoring water use on a regular basis and setting reduction targets. This allows Radisson Blu Edwardian to accurately record water usage and compare it against key figures such as amount of covers or turnover. Knowing the variance in energy consumption based on these comparisons allows the restaurants to determine which areas should be focused on to reduce consumption and to create reduction targets and use these targets to guide its energy efficiency improvements.
- Ensuring that the restaurants are water efficient by training staff on water efficiency, and installing technology like sensors or timers on taps, dual flush toilets and sensor or low flush urinals.
- Using Clean Linen Service, a laundry service provider that operates to an environmental policy. This involves washing products at a low temperature and using environmentally friendly washing products which reduces the environmental impact of laundering processes.
- Adopting a 'Green Idea' of the month which enables staff to submit ideas to the Responsible Business Committee. The staff member whose idea is chosen receives £50 and a large proportion of ideas submitted are implemented. Other commendable initiatives include the creation of a vegetable roof top at one hotel, the purchasing of Ecolab cleaning products, the use of Thames Valley Oils to recycle oil and the implementation of a paperless achieving and check-in system.

Recommendations

- Look into implementing a 'no air freight policy'. Air-freighted transportation is an extremely carbon-heavy method of shipment and having a 'no air-freight' policy will significantly reduce Radisson Blu Edwardian's carbon footprint. The first step in implementing this approach is to contact all of the restaurant's suppliers and establish which products are being transported via air-freight.
- Ensure that the group's suppliers are aware of its sustainable sourcing standards in writing. This will demonstrate Radisson Blu Edwardian's commitment to sustainability and will also help towards ensuring that suppliers meet the requirements formally set out by the business.
- Encourage all suppliers to use reusable boxes and crates for deliveries. This considerably reduces the amount of waste Radisson Blu Edwardian produces, reduces the carbon footprint of the business and also save the restaurants money in the process.
- Work towards purchasing all catering disposables that are made from recyclable, recycled, biodegradable and compostable materials. This will help Radisson Blu Edwardian to increase the likelihood of the disposable items generated by the restaurants to be disposed of in an environmentally positive way. The SRA can help recommend suppliers of sustainable catering disposable, most of whom offer discounts to SRA members.
- Work towards using solely environmentally friendly cleaning products. This minimises the group's impact on the surrounding environment and waterways.
- Consider serving tap water or filtered water to customers as the default option instead of bottled water. This approach negates the need to order in bottled water and reduces the carbon associated with every stage of bottled water production, helping to significantly minimise the environmental impact of the business and its carbon footprint.
- When refurbishing Radisson Blu Edwardian, look into making use of recycled or reclaimed furniture and fittings. This helps to reduce the impact of the build by avoiding the use of virgin resources for the fit-out of the restaurants. It can also lead to significant cost savings if a thrifty approach is adopted.

CONCLUSION

Radisson Blu Edwardian scored 64% in its Sustainability Rating, achieving Two Star Sustainability Champion status.

Sourcing (46%) was the pillar where Radisson Blu Edwardian scored its lowest score. However, the SRA observed some good initiatives in the *Local & Seasonal* (56%) and *Ethical Meat & Dairy* (56%) areas due to the group sourcing free-range British lamb, poultry and beef and purchasing English, Welsh and Scottish wine. The group also achieved a good score in the *Fair Trade* (53%) area as a result of buying coffee and tea that is produced to a standard that incorporates fair trade criteria. Improvements could be in the *Sustainable Fish* (35%) and *Environmental Positive Farming* (26%) sections by producing a written sustainable seafood sourcing policy stating the group's ethical stance and sustainability aims on fish and purchasing tea, sugar and chocolate which are produced to a standard that incorporates environmentally positive farming criteria.

Society (83%) was the group's highest score in the rating. Radisson Blu Edwardian performed the strongest in the *Treating People Fairly* (100%) area due to all staff having written contracts, being notified of the restaurants tipping policy and receiving training like environmental awareness through the ED.GE academy. The group achieved an excellent score in the *Community Engagement* (95%) section as a result of supporting charities like Springboard UK and being involved in community initiatives like the Edwardian Charitable Fund. The group's 72% for *Responsible Marketing* was underpinned by practices like promoting the group's sustainability aims and ethical stance to customers on the company website. Improvements could be made in the *Healthy Eating* (43%) area by highlighting healthier and reduced-fat options on the menu, offering smaller portion sizes at a reduced cost and signing up to the Public Health Responsibility Deal.

Environment (78%) was Radisson Blu Edwardian's second highest score across the pillars in the SRA Sustainability Rating. The restaurants performed exceptionally well in the *Energy Efficiency* (100%) and *Water Saving* (100%) areas due to the group setting reduction targets for both energy and water and installing energy and water saving technology, for example energy efficient kitchen equipment and dual flush toilets. The group achieved an excellent score in *Waste Management* (95%) as a result of restaurants recycling paper, cardboard, glass, plastics, cans and cooking oil and ensuring food waste is composted or anaerobically digested. However, Radisson Blu Edwardian could improve in the *Supply Chain* (55%) and *Workplace Resources* (41%) areas by ensuring that the group's suppliers are aware of its sustainable sourcing standards in writing and serving tap water or filtered water to customers as the default option instead of bottled water.

The SRA commends Radisson Blu Edwardian on its sustainability initiatives and serious commitment to ethical practices. The areas where Radisson Blu Edwardian performed strongly in the SRA Sustainability Rating should be promoted to inspire other UK restaurants and showcase the work that Radisson Blu Edwardian has put into making itself a sustainable restaurant. Continuous improvement is integral to sustainability and the SRA encourages Radisson Blu Edwardian to consolidate its strengths and improve in other sustainability areas throughout 2014.