

# ESG Report

AN EXTRA SMART GUIDE | UP TO 2025

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## OUR PURPOSE

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### WHO WE ARE AND WHY WE'RE REPORTING

Let's be honest: most of us don't wake up, chomping at the bit to read Environmental, Social Impact and Governance reports. Since we have a vested interest in guests waking up, in our hotel rooms, feeling refreshed – here's a report which we hope feels just that: refreshing. Lore Group has never followed the crowd; we redrew the blueprint for sustainable innovation in hospitality and, when it comes to what matters, we don't look left or right – we look forward. We're not perfect, and we know that – and we also have the challenge of heritage buildings.

*Rather than presenting a corporate ledger of jargon, we're flinging the windows open to a fresh-aired view of our values in motion and showing how we make that happen.*

### THOUGHTFULLY DESIGNED, RESPONSIBLY RUN, REGULATIONS READY

Lore Group is a curator-of-sorts of stories, as told through considered design, imaginative uses of space, and neighbourhood-defining hospitality. We call London, Amsterdam, Washington DC and New York home – where each property offers its own distinct personality, all underpinned by the ethos of delivering experience-rich stays with strong style, unmistakable substance and a commitment to staying a step ahead of compliance. Our restaurants and bars are the beating hearts of our hotels and an extension of our ethos. We don't shout about sustainability, but we recognise it's more important than ever for city hotels to speak up louder about what we're doing and why.



# OUR HOTELS

Sea Containers London and One Hundred Shoreditch in the United Kingdom | Pulitzer Amsterdam and Kimpton de Witt Amsterdam in the Netherlands | Riggs DC and Lyle DC and Park Ave, NY in the United States.



## WHY THIS REPORT MATTERS

This ESG Report aims to distil our data and sustainability initiatives beyond traditional disclosures, conveying the wins in our back-of-house operations – not just for compliance but to demonstrate why representing real-world action is important to us. This is us, pulling back the curtain to reveal how we're performing and paying it forward – to share with you our deepest thinking, our determination to always do better and be transparent around our strategy in case it inspires other small businesses to make climate-friendlier progress. We are passionate about our people and are committed to training and developing a world-class team to deliver memorable experiences for our guests.

## WHY EMBRACE COMPLIANCE?

At Lore, we don't see measuring impact as a separate process – for us, compliance and reporting are inextricably linked to responsible, resilient operations. Lore group's model allows for agile, design-led, longer-term decision-making. We take the time to understand regional nuances and regulations, which we don't see as barriers but as helpful handrails. While ESG strategies vary depending on local legal frameworks, there's a firm commitment to embracing sustainability as more than what's mandatory. We don't just measure success in revenue (although 2024 was a record year in terms of revenue for the group). We measure it in priorities, and future-proofing makes financial sense.

PULITZER  
AMSTERDAM

SEA CONTAINERS  
LONDON

900 F ST NW  
RIGGS  
WASHINGTON D-C

KIMPTON  
DeWitt  
AMSTERDAM

one hundred  
shoreditch

LYLE  
WASHINGTON DC

HOTEL PARK  
AVE NYC



## WHAT'S OUR GOVERNANCE?

Lore Group's directors hold overall accountability: led by CEO, David Taylor; COO, Matthew Thomas; CFO, Peter Herbert; and CPO, Jon Dawson. Strategy is planned by Jacqueline Kneebone, Head of Sustainability and Wellness, while ESG frameworks are implemented by senior leadership teams at each property – as helmed by a Regional General Manager. Our Amsterdam properties also have a management team member that's dedicated to overseeing sustainability-related responsibilities.

*Sustainability really takes all of us out of our comfort zone, the topic has evolved incredibly fast into a very technical and data-led space, which can be challenging. What has really helped us is understanding that ESG and sustainability is not a separate area of focus, but about applying care and thought into every discipline. We look at every touch point in our hotels – how will this make things better through the lens of our guests, our teams... it is taking that extra step and applying sustainable practices and thinking things through – which is actually really integral to how we approach things at Lore' — COO, Matthew Thomas*

## THE INTENTION BEHIND OUR IMPACT

Measuring our data not only acts as a helpful guardrail for business efficiency, but also as preventative 'healthcare' for a property – rather than waiting for legislation of mandated compliance to act.







## OUR CREDENTIALS

### THE GREEN IN OUR BLUEPRINT

Our hotels don't exist in isolation – they're shaped by their surroundings and sensitively stitched into their communities. And so, this isn't just a report about carbon or kilowatts – it's about connection and communication.

1. Adaptive design applied to architecturally significant and heritage buildings
2. 100% renewable electricity agreements for all properties
3. Optimised water management and low-flow, low-flush systems
4. Energy-efficiency upgrades including kitchen, AV, and LED lighting
5. FuturePlus Impact Certification using ESG metrics assessment
6. Electric vehicle charging stations installed in hotel car parks
7. Complimentary bicycles and running maps
8. Accessibility audits and improvements for disabilities and neurodivergence
9. Digital self-check-in kiosks and Apple Wallet key integration
10. Repurposed design elements; raw and recycled materials; vintage and antiques
11. Chilled still and sparkling water fountains in corridors
12. Occupancy sensors in guest rooms to optimise energy use
13. Elimination of single-use plastics in amenities, minibar and tea and coffee
14. Quarterly in-room newspapers replacing multiple printed materials
15. DS & Durga Debaser large-format bathroom amenity programme
16. EU Ecolabel, OEKO-TEX, and Better Cotton Initiative-certified bed linens
17. Building Management Systems (BMS) optimising operations
18. Comprehensive waste segregation system, including recycling of textiles
19. Eco-certified cleaning materials and products used back-of-house
20. Winnow digital food bins analysing kitchen waste patterns
21. Locally sourced and certified ingredients prioritised
22. In-house ingredient distillation by bartenders and zero-waste cocktails
23. Spa therapists formulating locally sourced herbal blends for treatments

***'A commitment to having assured data and by using transparent, science-based frameworks we can translate this into meaningful, decision-useful information, which guides each pillar of our business'***

**– Jacqueline Kneebone, Head of Sustainability**



# KEY GREEN CREDENTIALS OF LORE GROUP’S HOTELS

Transparent, science-based frameworks help guide our decisions, and staying eagle-eyed on our emissions, utilities, waste and water shows us what gets measured, matters more – not just for investors and regulators, but to the neighbourhoods we call home, the guests we welcome and the teams who bring our spaces to life – and allows us to look to a future with more positivity and purpose.

## SEA CONTAINERS LONDON

### 354-ROOM ICON ON LONDON’S SOUTH BANK

- Certifications: BREEAM, Very Good rating
- Energy Performance Certificate (EPC) B-energy rating
- Powered on renewables through Good Energy plus gas and 5% electricity from solar panels
- CarbonXGen monitors and reports utilities
- Demand Logic BMS Optimisation
- Waste separation: Bywaters recycling; Hyde Foundation (usable textiles); FibreLab ( non-usable)
- AccessAble Audited
- Made Blue programme

## ONE HUNDRED SHOREDITCH

### 258-ROOM MULTI-PERSONALITY PROPERTY IN EAST LONDON

- EPC certificate rating of 43 B-energy rating
- Powered on renewable electricity through Good Energy plus gas
- Waste separation through Bywaters recycling
- Hyde Foundation sorts all usable textiles
- FibreLab for non-usable textile recycling
- AccessAble Audited
- Made Blue programme

## PULITZER AMSTERDAM

### 223-ROOM UNESCO-LISTED PROPERTY ON THE PRINSENGRACHT AND KEIZERSGRACHT

- Renewable electricity through Renewable Origin plus gas
- De Groene Grachten (Green Canals) full energy audit
- Member of The Green Hotel Club Foundation
- Member of Open-Up, team well-being support
- Waste separation through Renewi recycling
- Food Waste recycling and reduction through Orbisk
- Made Blue programme

## KIMPTON DE WITT AMSTERDAM, AN IHG HOTEL

### 274-ROOM PROPERTY IN AMSTERDAM CITY CENTRE

- Energy Performance Assessment (EPA) B-energy rating
- Siemens energy assessed
- Renewable electricity through Renewable Origin plus gas
- Sustainability management through IHG's platform, Green Engage
- Bathroom amenities by social enterprise, Marie-Stella-Maris
- Recycling through Renewi; food waste reduction through Orbisk
- Made Blue programme

## RIGGS DC

### 181-HISTORIC HOTEL IN THE CAPITAL’S PENN QUARTER NEIGHBOURHOOD

- InSite data management full energy assessed
- Energy Star rated
- Powered on renewable Renewable Origin electricity plus gas
- Aligned with decarbonisation plan through Washington DC City's Building Energy Performance Standards (BEPS) Pathway to reduce energy consumption by 20% by 2026
- Waste separation through and recycling
- Made Blue programme

## LYLE DC

### 196-ROOM PROPERTY IN DUPONT CIRCLE

- InSite data management full energy assessed
- Energy Star rated
- Powered on renewable electricity through Renewable Origin certificates plus gas
- Fully Compliant with Washington DC City's Building Energy Performance Standards
- Waste separation through and recycling
- Made Blue programme

## HOTEL PARK AVE

### 190-ROOM BOUTIQUE ON MANHATTAN’S PARK AVENUE SOUTH

- Code Green full energy assessed
- Energy Star rates
- Powered on renewable electricity through Renewable Origin certificates plus gas
- Fully Compliant with New York City’s Climate Mobilization Act (Local Laws 97;84;87;88)



## OUR COMMITMENTS

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### WHAT WE CARE ABOUT

We follow the most trusted science-based frameworks, work with established and expert organisations, use in-depth measurement platforms, nurture creative collaborations with passionate change-makers, and speak up internally about our goals.

### CLIMATE ACTION ASSESSMENT AND FUTUREPLUS PROGRESS

We work with FuturePlus, a platform which doesn't just act as a sustainability scorecard – working with this tech is a practical way for our businesses to understand where we stand across our ESG. A roadmap-meets-dashboard that's regularly monitored, reviewed quarterly, and watched closely by our COO, it ensures the right questions are being asked, tailored goals are set and clear guidance given. With our PlusCarbon reporting we're measuring, auditing, disclosing and showing transparency. See DECISION-HELPING DATA.



*‘There's a perception that designing for specific needs requires compromise. Often when adapting a room for wheelchair access, properties remove all the character to accommodate turning circles. It's always challenging with existing buildings, but we create thoughtful spaces where we don't sacrifice soul just to tick boxes – we consider how someone experiences a space rather than merely meeting legal requirements.’ – Jacu Strauss, Creative Director*







## HUMAN-LED DESIGN

At Lore Group, strong design is the foundation of our hospitality, and every project is shaped by a deeply human-hearted design philosophy that quietly sets the tone for environmental and social consideration. When it comes to the adaptive design, it is the merit of materials chosen not for the marketing or photoshoot moments but for their ability to endure, adapt and remain relevant to their surroundings. Rather than following the fleeting aesthetics of short-termist design, Jacu Strauss crafts hotels as narratives of our neighbourhoods — and reuse is not a constraint but inspires imagination when it comes to repurposed elements, enduring materials, thoughtful proportions. With fast design, you're seeking immediate benefits and a disposable mindset is a challenge in today's world.



## HUMAN-CENTERED HOSPITALITY

‘What's great is that if you design something well with a long-term vision, and with a multi-generational custodian mindset — that is sustainability. Reuse and repurposing can also make financial sense — as with the new Cabin Suites at Sea Containers — and the result and interior experience can also connect deeper on an emotional level, so it's win-win. The danger is a culture is developing where everything is available instantly and it's disposable. Design isn't just about things, it's also about humanity — no one should ever buy anything you can imagine will be thrown away.’ — Jacu Strauss, Creative Director



## ADVANCING ACCESSIBILITY, INCLUSION, DIVERSITY AND WELLBEING

Our inclusive hospitality is what it is because our spaces cultivate a sense of belonging and our deep appreciation of wellness intersects with our sustainability ethos. We work with platforms such as Workday and embrace their VIBE ethos (Value Inclusion, Belonging and Equity), to cultivate a culture where people feel respected, empowered and motivated to thrive.

## MAKING ACCESSIBILITY MORE ACCESSIBLE

We're in the process of conducting more accessibility audits and have achieved certification for two London properties to ensure all guests with disabilities and special needs can enjoy every moment comfortably and safely. We create fully inclusive spaces accommodating physical disability and neurodivergence through thoughtful design, infrastructure, and equitable access to communication and policies. We work with specialist partners including [AccessAble](#) in London, who have conducted comprehensive property audits including measurements and images of all enabled areas that are showcased on their platform for London only. [RightRooms](#) have provided audits on our hotels accessibility; wellness and family friendly facilities. This is done for London and we're on track to have it for all properties by 2026.

## AWARDS INCLUDE

Blue Badge Award for Sea Containers London for most accessible hotel property in Europe in 2019 and One Hundred Shoreditch winning the first AHEAD Europe award for Accessibility in 2023.



## PRIDE PROGRAMMING

A 2024 snapshot of our LGBTQ+ allyship and advocacy in Washington DC. We partnered with renowned muralist Lisa Marie Thalhammer to create a bold public artwork in support of The Rainbow History Project, which preserves LGBTQ+ stories in Dupont Circle. Activations including our building lit up with Pride colours, themed cocktails and special stays which raised funds for the Capital Pride Alliance. With Destination DC, we hosted notable LGBTQ+ influencers from Mexico and Brazil.



## TASTE, SIP, SMELL SUSTAINABILITY

We love to toast zero-waste pioneer Ryan Chetiyawardana – aka Mr Lyan – whose boundary-pushing creativity has made Lyaness at Sea Containers London one of the World's 50 Best Bars. By rethinking everything from ingredients to sourcing, he proves that true excellence lies in integrity – and that the most inspiring people in hospitality are those who challenge convention to do things their way. [Lyaness](#) at Sea Containers; [Seed Library](#) at One Hundred Shoreditch; [Super Lyan](#) at Kimpton de Witt; [Silver Lyan](#) at Riggs DC. [mrlyan.com](http://mrlyan.com)



## HEDGEROW BY AGUA TREATMENTS AND PRODUCTS FOR LORE

We also have a head for botanicals below deck in our agua London spa, where we resolutely honour nature and our attitude towards wellness very much intersects with being mindful of our impact on the environment. Launching our own product line, [Hedgerow by agua](#) in 2021, we drew inspiration from indigenous flora using local, botanical ingredients and techniques drawn from age-old herbalism and aromatherapy practices. Rather than purchasing external products, we invested in research and certification to create our professional and retail line in-house. This reduced operating supplies costs from 9% to 4% (below the 12% industry benchmark) while making product formulation a key learning and development initiative for our team. We're launching Hedgerow workshops later in 2025 to teach guests how to make their own products, targeting teenagers particularly. This supports our impact-linked programming and provides content for the spa while reinforcing our commitment to sustainable, locally-sourced wellness experiences.



## THE UPSIDE OF OPERATING OUR OWN F&B OUTLETS

The two concessions at One Hundred Shoreditch aside, we're in charge of our operations; this allows us to manage our relationships with local organic suppliers and implement low-waste systems. The challenge can be that, while our push is towards greener electrification, professional chefs prefer gas for its superior heat control and cooking performance – exemplifying the tension between environmental targets and culinary excellence.

## SMARTER, GREENER INFORMATION TECHNOLOGY

Gavin Allison, our Head of Technology: 'We're especially excited about piloting room keys in Apple Wallet, where you simply use your phone to open your door – you don't even need an app – it goes straight into your Wallet.' Sea Containers London launched this innovation in January 2025.

Our strategy to synthesise guest-facing technology has delivered an unexpected bonus – we have slimmed down our digital footprint. Operating different brands with their distinct identities meant juggling around 30 applications across guest services, marketing, payment providers and concierge functions. Maintaining these internally demands enormous resources to keep running at peak performance. By centralising and moving to the cloud in 2025, we've streamlined operations down to seven key systems. The result is smoother, more seamless experiences with joined-up thinking – and significantly reduces environmental impact through minimised on-premises server hosting. There are well-documented benefits to moving to Oracle's more sustainability-minded cloud platform. By migrating to major data centres, we reduce operational risk and our carbon footprint. It's a good example of how the right technology choices can enhance guest experience while supporting our environmental commitments.

Lore's digital transformation has delivered environmental benefits. Our fully digital registration process has eliminated about 150,000 paper cards annually, while digital keys (currently at 20% adoption) are reducing our reliance on the 30,000 physical keys previously used each year. These initiatives show how technology transitions can better align efficiency with responsibility.





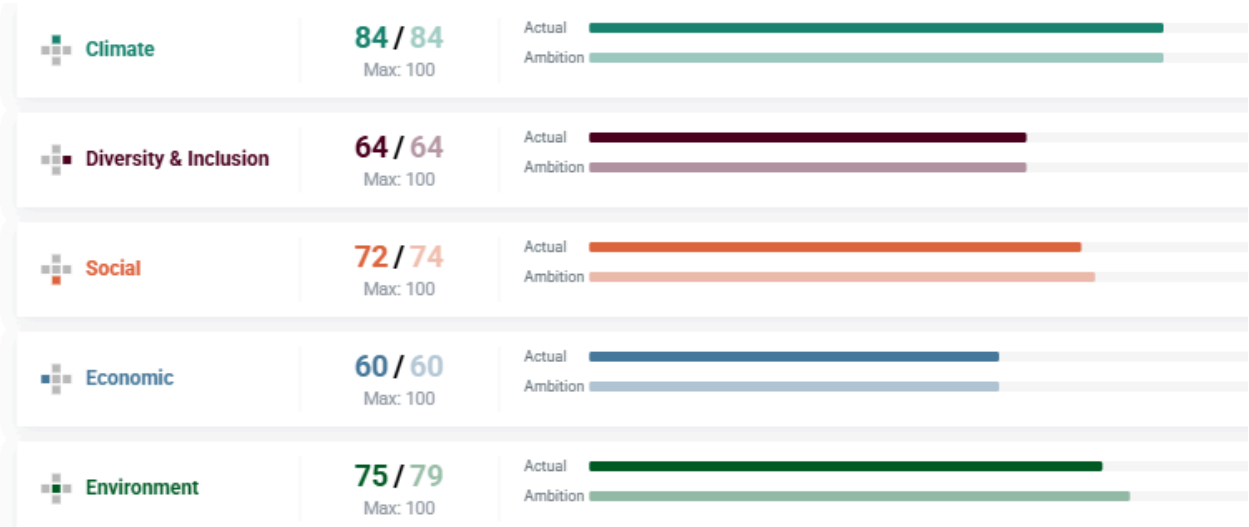
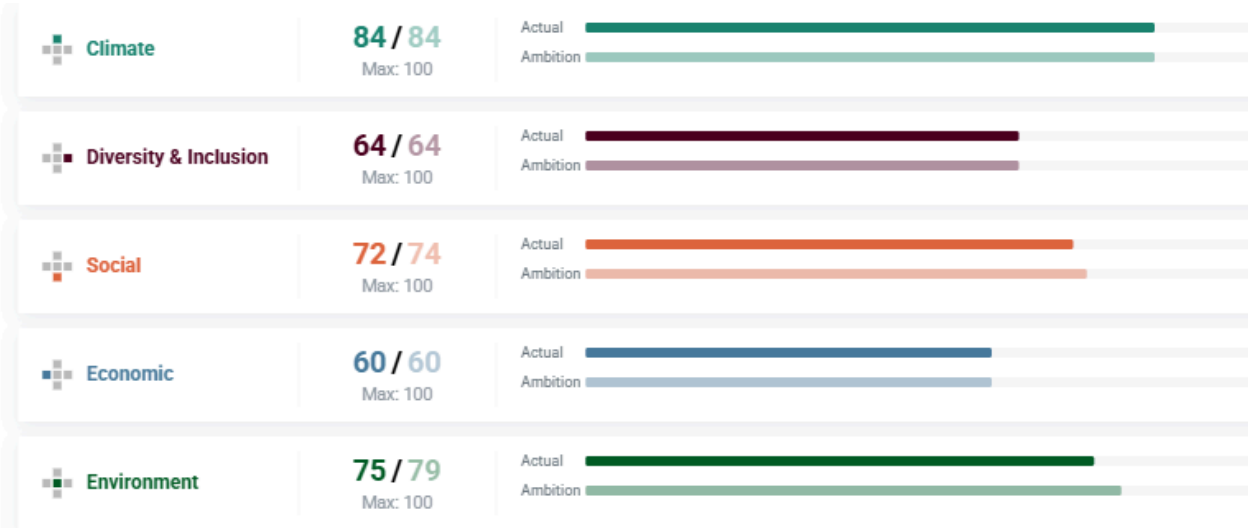
METRICS AND METHODS THAT MATTER

Transparent measurement, public disclosure, and evidence-based data verifications are essential not just to reporting where you are but to setting your compass to where you want to go. Forgive us for being reductive, but thanks to FuturePlus as our SatNav-ofsorts, we have a dashboard which is not binary around good and bad; they have humans on hand to help us account for our key sustainability pillars of carbon, community, waste, biodiversity, and social responsibility – which fall under FuturePlus’ themes of Environment, Climate, Social, Economic, and Diversity & Inclusion.

‘By establishing a baseline from 2023 and 2024 data, we are able to quantify impacts and set goals through our end-to-end consultancy. It’s not a pass or fail – it’s about progress and improvement, identifying exciting emission-reduction opportunities while removing technical jargon to make the process accessible with educational support. We focus on aligning sustainable growth with financial growth, always excited about “What’s next?”’ – Alex Smith, founder, FuturePlus

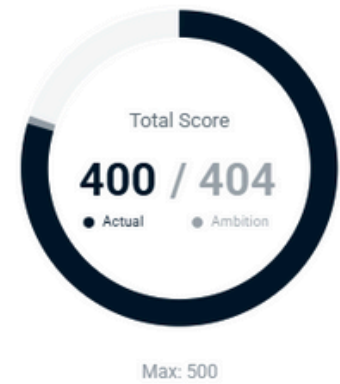
*We keep our eyes closely on all our data so we can understand how our activity units turn into emissions*

PlusCarbon images; reporting for FuturePlus is powered by Carbon+Alt+Delete's accountancy software.

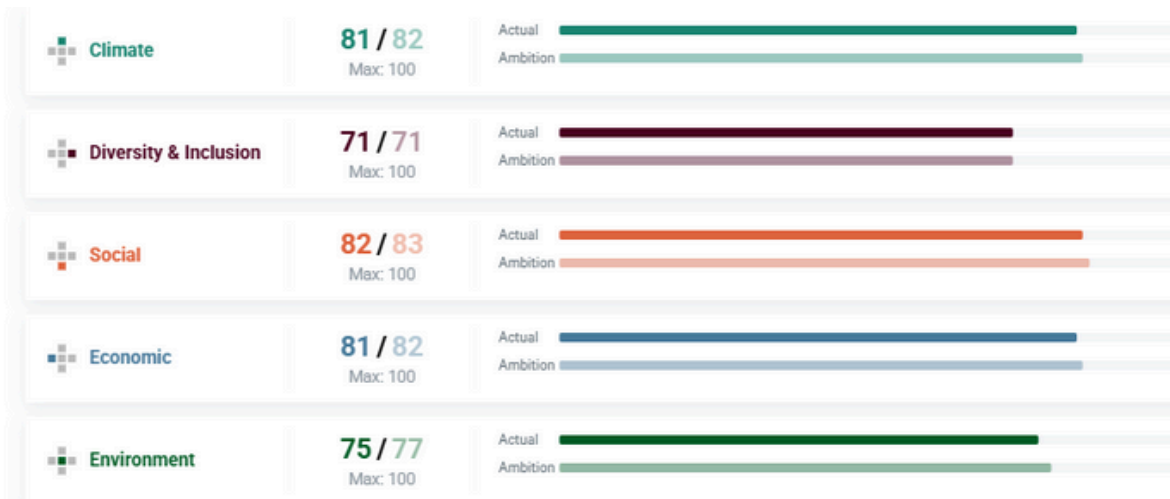
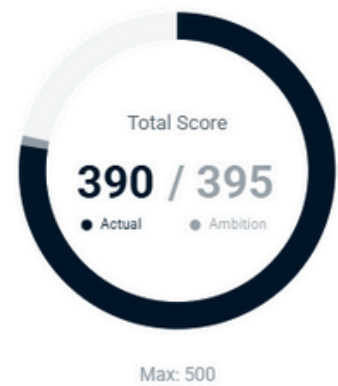




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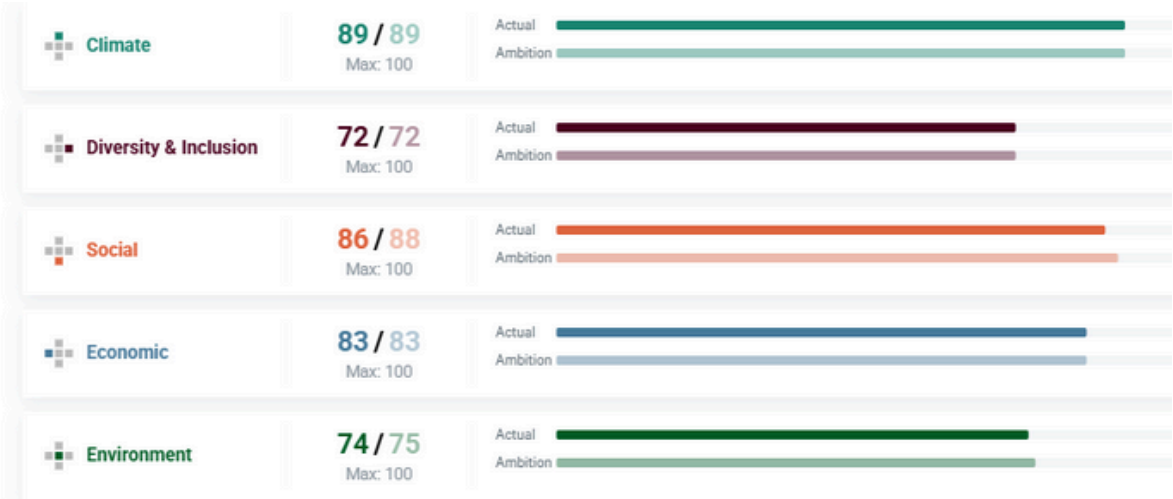
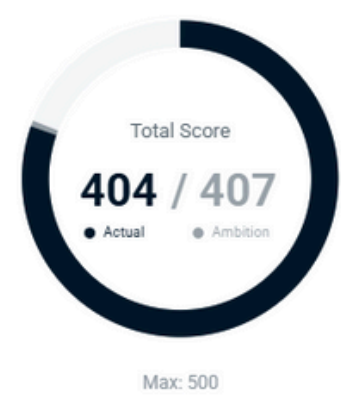
FUTUREPLUS RISK ASSESSMENT

Looking at each property's risk assessment from all angles by examining how well climate considerations are integrated into governance and strategic planning. It looks at the identification of both physical risks – such as extreme weather, sea level rise, and water scarcity – and transition risks, including regulatory changes, shifting market demands, and reputational impacts. Hotels are evaluated on their climate resilience measures, such as infrastructure adaptation as well as their ability to seize opportunities through low-carbon innovation, nature-based solutions, and sustainability-driven guest offerings.

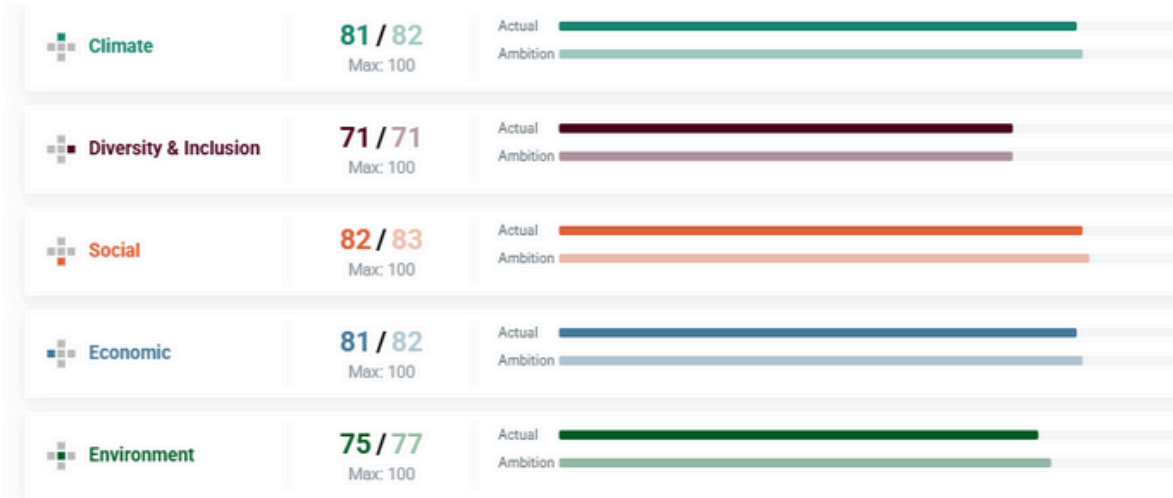
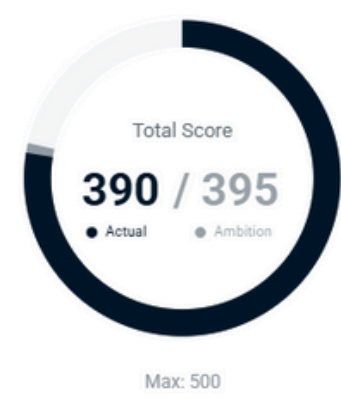
We are on a journey with reducing our emissions – and gas is a requirement which we're looking at in particular, especially with Pulitzer Amsterdam. Decarbonising hotels in urban locations in key global cities to ensure they do not become stranded assets, with physical and regulation risk liability is a slow process. There are extensive capital expenditure plans every year and a portion of this is spent on updating and optimising equipment for hot water and heating; considering the size of our properties there are no suitable large-scale change solutions just yet – but every little matters, such as with Riggs DC which is on the BEPS pathway.



ONE HUNDRED SHOREDITCH



SEA CONTAINERS



HOW IS THE FUTUREPLUS SCORE CALCULATED?

There’s an Actual Score of up to 500 points total across five themes: Climate, Environment, Social, Economic, and Diversity & Inclusion, worth 100 points each and an Ambition Score that incorporates weighted scores for pledged future commitments. This scoring system considers over 250 indicators sourced from industry standards including ESG indices, the UN SDGs, recognised certification schemes, government frameworks, NGOs, and FuturePlus's own impact-focussed metrics.

To explain a little of the methodology that makes us more ecological, it’s important to emphasise this is often more economical, too – a message we want to underscore with the industry. Lore Group’s Scope 1, Scope 2 and water-related emissions were independently calculated by PlusCarbon in line with the Greenhouse Gas Protocol's Corporate Accounting and Reporting Standards (2004 and 2011).

Our data was drawn primarily from raw, verifiable sources – and where such evidence wasn’t available to FuturePlus, consistent and conservative estimation methods were applied and clearly documented. This assessment does not include removals or offsets. In total, Lore Group’s reported emissions in 2024 fell by 236 tonnes of CO<sub>2</sub>e – a 3.5% year-on-year reduction.

One Hundred Shoreditch Lobby





# HIGHS AND LOWS

Purchased gas is the largest contributor to emissions from Lore Group’s utilities, with One Hundred Shoreditch improving seeing the greatest reductions in the past year, down 30.6%. The 2024 group audit showed 6,421 CO<sub>2</sub>e tonnes in total, the biggest contributor being from Scope 2 (indirect greenhouse gas emissions) purchased electricity. Full data available from our PlusCarbon GHG report as published in the Appendix.



## A word on... Refrigerant emissions

Worth a mention since they’re often overlooked despite being critical to hotel sustainability policies since many refrigerants have global-warming potentials thousands of times higher than CO<sub>2</sub>, making proper management essential for compliance, carbon footprint reduction, and operational efficiency. We’re taking a laser-focus look at where the wins might be.

## A word on... Water

Beyond cutting carbon, our commitment to water responsibility recognises our role in the global crisis. We’ve overhauled policies, informed by enhanced measurement systems to transform usage, aligned with the Task Force on Climate-Related Financial Disclosures (TCFD) framework. Their 2023 report cited water scarcity and quality as among the most pressing climate risks. Group-wide initiatives span responsible sourcing – requiring vendor certifications for high-water-footprint purchases – to internal procedures that up awareness through training, reporting, back-of-house improvements, educating guests and transitioning to fountains in corridors.



## SPOTLIGHT ON... MADE BLUE FOUNDATION GROUP-WIDE PARTNERSHIP

We wanted a partnership where we could afford to make an impact from our own commitment as a business instead of using consumer responsabilisation (charging guests or using a direct booking incentive for them to donate). The Made Blue Foundation helped make water savings a conversation, and when this was introduced, we had the collateral in the rooms/newspaper, raised awareness with the staff and set new SOPs on flow rates and how to save where possible. Our [carbon report](#) shows the savings as well as an offset to the charitable donation.

## WATER FOUNTAIN PROJECT 2024 AT SEA CONTAINERS HOUSE LONDON

**Commercial case:** In-room bottled water costs the hotel £85k a year. Installing water fountains meant a one-off Capital Expense of £25k and an Annual Operations Expense of £25k to lease and maintain the fountains. This provided a return on investment after only seven months and savings for our rooms business of £60k a year moving forward.

**Guest experience:** Each room has a carafe, and every floor has a fountain dispensing chilled still and sparkling water. This allows guests to have unlimited H<sub>2</sub>O for their stay able to refill their own bottles for days out. If a guest wakes up and finds they need water, they can always call our guest engagement teams who will organise.

**Waste:** This was not included in the ROI exercise; however, the project spared us of a total of 43 tonnes of glass waste not needing to be crushed.





## CONSIDERING COMPLIANCE

For us, regulations are not just about disclosure – it should be about action. The whole group is subject to certain ESG disclosures, and we lean into the latest legislation updates even if what's mandatory only applies to bigger companies.



## HOW ARE WE AFFECTED BY REGULATIONS?

**CSRD** – The Corporate Sustainability Reporting Directive was phased in from January 2024 for EU. Big companies now need ESG data from their suppliers – so small hotels in their value chains should track their impact on people and planet to stay in demand.

**CSDDD** – The Corporate Sustainability Due Diligence Directive was adopted May 2024, applies from 2027 in the EU. Large companies must avoid harm in their supply chains – so small hotels need to prove ethical sourcing, fair labour, and environmental responsibility.

**IFRS** – The International Financial Reporting Standards are globally recognised accounting standards developed by the IASB. Companies worldwide must prepare financial statements using this common framework – so hotels need to ensure consistent, transparent, and comparable financial reporting across international markets.

**S1 and S2** – The IFRS Sustainability Disclosure Standards S1 and S2 were finalised June 2023, effective from 2024. S1 covers general sustainability whilst S2 focuses on climate risks – so hotels need to report environmental impact and climate strategies to meet investor expectations.

**S3 and S4** – The IFRS S3 and S4 standards are currently in development by the ISSB. S3 covers biodiversity whilst S4 addresses human capital – so hotels should prepare now to report on nature-related risks and workforce metrics when these standards launch.

**SASB** – The Sustainability Accounting Standards Board standards are industry-specific sustainability metrics integrated into IFRS framework. Hotels must disclose material issues using hospitality-specific SASB metrics for energy, water, waste, and labour practices to demonstrate sector-relevant sustainability performance.



# WHAT ARE THE DIRECT REGULATIONS WHICH IMPACT US IN THE UK?

Sea Containers London meets the threshold for SECR and ESOS reporting done annually, and meets Gender Pay Gap and Modern Slavery terms and complies with waste separation regulation. One Hundred Shoreditch is smaller and legally only needs to meet local laws and waste regulation, but still follows best practice.

**SECR** – Streamlined Energy and Carbon Reporting came into force April 2019; even if not legally bound, measuring energy and emissions under SECR helps small hotels cut costs, show progress toward net zero, and build credibility with conscious guests.

**ISSB** – International Sustainability Standards Board, launched June 2023, sets a gold standard for ESG reporting, also good for small hotels wanting to stay ahead on climate risk and emissions.

**ESOS:** the Energy Savings Opportunity Scheme is a UK mandatory energy assessment programme updated every four years. Large organisations must conduct energy audits; qualifying hotels need to assess energy use and report efficiency measures.

# WHAT IS THE DIRECT REGULATION WHICH IMPACTS US IN THE NETHERLANDS?

**EML** Energy Management and Liability – hotels subject to Energy Saving Obligations must submit annual reports disclosing energy consumption data, efficiency measures, and progress toward mandated energy reduction targets to regulatory authorities.

**WPM** Work-related Personnel Mobility reporting involves systematically capturing and documenting all employee work-related travel data – including commuting patterns, business trips, mobility choices, submitting information annually to Dutch authorities.

**EU Disability** came into effect on 28 June 2025 making an assessment of accessibility infrastructure, employment practices for disabled workers, and service provisions for guests with disabilities obligatory; we submit annual reports documenting compliance with European accessibility standards and demonstrating progress toward inclusive hospitality environments.

# WHAT ARE THE DIRECT REGULATIONS WHICH IMPACT US IN THE UNITED STATES?

## IN NEW YORK

**LL97:** Local Law 97 is part of NYC’s Climate Mobilisation Act, effective from 2024. Buildings over 25,000 sq ft must meet carbon emission limits or face penalties – hotels need to reduce emissions and may require building upgrades.

**LL84:** Local Law 84 is part of NYC’s Climate Mobilisation Act, requiring annual benchmarking. Buildings over 25,000 sq ft must report energy and water usage – hotels submit data annually.

**LL87:** Local Law 87 is part of NYC’s Climate Mobilisation Act, requiring energy audits. Buildings over 50,000 sq ft must conduct retro-commissioning and energy audits every 10 years – hotels need professional assessments of building systems.

**LL88:** Local Law 88 is part of NYC’s Climate Mobilisation Act, requiring lighting upgrades. Buildings must upgrade to energy-efficient lighting systems – hotels must install compliant lighting throughout.

**Lore’s Compliance:** We hired **Code Green**, a local consultant company, to handle all Climate Mobilisation Act work and filings, all completed ahead of deadlines. The Park Avenue hotel is under refurbishment with no F&B currently operating – full operations including restaurants open Q4 of 2025.

## IN WASHINGTON DC

**DCSEU** Washington DC has a similar programme for buildings over a certain size however they measure this based on EUI (Energy intensity), not CO<sub>2</sub>e. This means all the buildings have annual energy star ratings and meet the required EUI or above. This must be filed annually and we work with a partner – Insite, who capture this data monthly and sends performance reports. Lyle is well above the performance standard, but Riggs DC is a historical building and is not able to.

The **BEPS Alternative Compliance Pathway** requires a comprehensive energy assessment and 20% EUI improvement from baseline across a six-year cycle. Properties can leverage DCSEU rebates, with projects due before 2026 reporting via Energy Star ratings. We’re investing \$500k in infrastructure upgrades (BMS, boiler recommissioning, smart sensors, equipment), while compliant Lyle DC adds \$100k in 2025 for optimal utility management.



### PUTTING THE ‘S’ INTO ESG WITH PURPOSE AND PASSION

As we continue our ESG journey, we weigh up our numbers with a head for sustainability and a heart for emotional intelligence, knowing that if we continue to invest in our people, refine our processes, and ensure that every touchpoint reflects a forward-thinking approach to hospitality, we're on the right path. Lore Group is committed to maintaining fair labour practices at all our properties and providing appropriate living wages to our employees in each region where we operate, while we continue to work toward formal accreditation in these areas. We work with some of the biggest thought leaders in the hospitality space – see PARTNERSHIPS.

### LEARNING AND DEVELOPMENT

Investing in learning and development aligns every team member – at every level – with our values, building skills, confidence and cohesion across the business. By partnering with organisations such as Master Innholders, Savoy Trust, Hospitality Action, and Workday we aim to advance hospitality education and empower the next generation of hotel heroes. Jon Dawson is a Chartered fellow of the Chartered Institute of Personnel and Development, and as part of the CIPD mentoring programme mentors aspiring first-time HR directors across industries. Mara Garcia (Assistant Director of People and Culture) is a rising star attesting to the power of coaching and boosting of prospects through our partnerships.







## DESIGN YOUR CAREER PROGRAMME

Since 2022, our Design your Career has developed 35 graduates with a 69% retention rate, advancing 11 alumni into management roles while facilitating 4 international relocations across Lore Group and contributing 4 graduates to our NYC Task Force. Through partnerships with leading global hospitality institutions including Hotelschool The Hague, Penn State, Virginia Tech, and University of West London, the programme strategically builds our mid-management talent pipeline and supports international mobility for future leadership succession.

## ENNEAGRAM TRAINING – IMPROVING COMMUNICATION, LEADERSHIP, AND WORKPLACE DYNAMICS

Enneagram training in hospitality uses a nine-type personality framework to help staff understand different motivations, communication styles, and behaviours. By understanding different personality types and appreciating each other's strengths, it helps create an environment where empathy, active listening, and thoughtful communication thrive. Lore Hotel Group implemented Enneagram training in 2023 and 2024 as our primary tool for leadership development and collaboration, helping teams better understand guest motivations and enhance interpersonal dynamics across our properties.



## ASSESSING OUR SERVICE STANDARDS – COYLE HOSPITALITY AUDIT

Telling indicators of a hotel group's commitment to excellence came through Lore Group's 2024 audit through these US-based brand compliance consultants. The overall property aggregate of all areas checked came in at 85%, with a 91% aggregate score for the overall guest experience across the group, which is meaningful benchmark that reflects a hospitality culture born from care, consistency and connection. Top-performing departments: Fitness (99%), Agua Spa (98%), and Minibar (97%) – reflecting the intersection between wellness and nourishment in our guest journeys.

The scores also showed our support teams, often the unsung heroes behind the scenes, are upholding the integrity of each property, too – with Digital Services (95%) and Guest Engagement (89.6%) reflecting the warm spirit within our brand. Housekeeping and Engineering both scored 88% points, which speaks to clean and cared for spaces, operational confidence – a foundation for future-proofed sustainable luxury.



***‘Our approach to health and safety goes beyond mere compliance – we’ve built a culture where every team member understands that safety is everyone’s responsibility’ — Besnik Kadiali, Regional Director of Engineering, Security & Projects***

Health and safety is a cornerstone of Lore Group's commitments, with a dedication to protecting employees, guests, and communities while ensuring operational excellence across our portfolio. Under the leadership of Besnik Kadiali, Regional Director of Engineering, Security & Projects, we have maintained exemplary safety standards through comprehensive maintenance protocols and proactive risk management strategies. There's a big focus on preventive and predictive maintenance to extend FF&E and asset lifetime, and we work closely with Clifton Healthcare on inspections, permits, and compliance logs for audits.

Since 2019, we’ve implemented advanced preventive maintenance systems and continuous training programmes that have not only kept us ahead of regulatory requirements but have also created safer, more reliable environments for our guests and staff. This commitment to safety excellence directly supports our broader ESG objectives whilst reinforcing Lore Hotels Group's reputation as a responsible hospitality leader, including quarterly meetings where we spotlight issues and highlight best practice to promote safety, inclusivity, and sustainability awareness and we identify and mitigate risks such as equipment failure, leaks, or safety hazards that could lead to costly ESG violations or reputational damage.



### IMPACT-UPPING PARTNERS AND SERVICES

We join forces with many solutions-focused organisations so that when guests stay in our hotels, they can sleep easier knowing that they're helping us help these initiatives with important social and environmental work, from water scarcity to food insecurity. And us talking about it where we can raise awareness about their impact, and why it's needed.

**AccessAble Consultancy** By partnering with them to carry out thorough audits and practical on-site assessments they are able to provide Virtual Access Guides featuring 360-degree images with accessibility details, and measurement-based spreadsheet reports that benchmark collected data for accessible and inclusive built environments. See Appendix. [accessable.co.uk](https://www.accessable.co.uk)

**Breathe Arts Health Research – supporting mental health and well-being** This Community Interest Company combines creativity and scientific research to improve health and wellbeing, and with support from Sea Containers London providing spaces and staffing time it enabled them to deliver life-changing therapy for children with hemiplegia, a condition that causes weakness or paralysis on one side of the body. The agua Spa at Sea Containers London invited new parents who completed their singing programme for postnatal depression to experience a transformative wellness; [read their report](https://www.breatheahr.org). [breatheahr.org](https://www.breatheahr.org)

**Danfa Royals Academy, Ghana – donating computer equipment** Thanks to our Security Manager at One Hundred Shoreditch, Nii Odoi, computers and laptops were donated to a school in the Eastern Part of this African country where educational inequalities in rural and underserved communities are pronounced. Improved facilities in local institutions such as this are vital for breaking cycles of poverty.

**Earnt – Doing good in exchange for great experiences** We love partnering with this next-gen purpose-driven platform that rewards volunteering with exclusive experiences and limited-edition gifts as part of a building up of our own VIP changemakers database. Our hotels love lots of local charities, but by picking one in need of hands-on support we invite guests and community members to get involved. From one-off events to ongoing collaborations, it turns conscious action into meaningful connection. Activations include: working with Trans Pride in DC, giving an East London community centre a glow-up with One Hundred Shoreditch's team; by working with De Regenboog Groep, Pulitzer and Kimpton De Witt support those experiencing homelessness. As thanks for their gardening through to painting, volunteers are rewarded with overnights to cocktails. [Earnt.co.uk](https://www.earnt.co.uk)

**Energy & Environment Alliance – a global coalition driving environmental sustainability** Bringing together hospitality and lodging investors, developers, operators, and asset managers who are committed to improving energy efficiency across the industry. Jacqueline Kneebone co-chairs the Social Impact Committee within the taskforce and contributed to the written consultation process for the International Sustainability Standards Board (ISSB). [eea.international](https://www.eea.international)

**The Felix Project – Delivering meals, tackling food waste** This much-loved food-redistribution charity performs a public service by picking up unsold fresh produce or surplus food for free from supermarkets and suppliers. Felix goes the extra mile in delivering it at no cost to a network of charities preparing meals for London's most food insecure and socially isolated. Set up by Justin Byam Shaw and his wife Jane in memory of their teenage son Felix, whose life was tragically cut short in 2014, the Felix Project provides healthy meals and helps the most vulnerable. Lore Group's two-way partnership through food and beverage operations engages our team members and the wider hotel community in supporting their services and helping with food waste reduction. [thefelixproject.org](https://www.thefelixproject.org)

**FibreLab – Striving for bedsheet and bath-towel circularity** In London, we give our damaged linens a second life through FibreLab. Their bespoke mechanical shredder transforms our textile waste into recycled fibre – a smart, circular solution that keeps materials in use and out of landfill. [fibrelab.co.uk](https://www.fibrelab.co.uk)

**Hospitality Action – Financial, physical, and mental health support** We work with this UK-based charity that provides services and resources to people working in the hospitality industry who may be struggling with personal or financial issues. Jon Dawson and Simon Tetley (Global Head of Talent) sit on the committee and volunteer to support and organise events, which raise money for Hospitality Action with the aim of developing HR professionals. [hospitalityaction.org.uk](https://www.hospitalityaction.org.uk)

**Sustainable Hospitality Alliance – Calculating our footprints** The Hotel Carbon Measurement Initiative and Hotel Water Measurement Initiative methodology was developed with the World Travel & Council to calculate and communicate the carbon footprint and water consumption of all hotels stays and meetings. Emissions are calculated as a carbon footprint per occupied room, following the HCMI method. [sustainablehospitalityalliance.org](https://www.sustainablehospitalityalliance.org)



## PARTNERSHIPS: CHANGEMAKERS AND CHARITIES

### **Hotels for Trees – team planting through Kimpton**

Started in the Netherlands, expanded across Europe, now our teams participate in annual planting days. We're conscious that a priority in terms of climate solutions is looking at how businesses can support biodiversity, and this is an area where our city hotels can't pull the biggest levers, but we help this Dutch charity dedicated to drawing down carbon dioxide. [hotelsfortrees.com](https://hotelsfortrees.com)

### **Made Blue Foundation – 100 litres of safe water**

**donated for every night sold** Through our partnership with Made Blue, Lore Group funds the equivalent of a day's supply for a household in water-stressed regions from Bangalore to Mexico City. Thanks to this initiative our hotel guests are empowered across all seven hotels to gift clean water where it is needed most, supporting long-term access and resilience in communities facing scarcity. [madeblue.org](https://madeblue.org)

### **The Master Innholders – Upping professionalism**

**and prospects** This historic City of London company supports the hospitality industry through charitable activities and events and through career-changing training and support, David Taylor is a Master Innholder, and in 2024 Kimpton de Witt hosted the Master Innholders Aspiring Leaders Programme. Their Aspiring Leaders Diploma enables junior-level supervisors and managers develop skills and further career prospects through a MIALD qualification. [masterinnholders.co.uk](https://masterinnholders.co.uk)



**OpenUp – investing in mental wellbeing** Our people are everything: and we work with OpenUp to support their mental wellbeing service which provides easy, confidential access to professional support. Their mission to make emotional well-being more open and accessible aligns with our belief that happier, healthier people create stronger, more human-centred hospitality. [openup.com](https://openup.com)

### **De Regenboog Groep – supporting those facing**

**homelessness** This Dutch charity is a powerful partner when we know that every city's hospitality should consider the dignity of, inclusion and support for its most vulnerable residents. In Amsterdam they offer services such as shelters for those experiencing addiction and mental health struggles. [deregenboog.org](https://deregenboog.org)

### **Right Rooms – preparing hotels for AI-driven searches**

Revolutionising accessibility transparency, Fiona Hilton ensures comprehensive information is clearly available online for every property. Rather than burying details, this transparent approach outlines everything from wheelchair-accessible rooms to lift access, particularly benefiting wellness travellers needing facility accessibility details and families who can now book confidently with complete clarity about what's available. [rightrooms.co](https://rightrooms.co)

### **The Savoy Educational Trust – Long-term support for**

**hotel talent** This charitable organisation is funded through the Master Innholders and supports people working in the hospitality industry, particularly those in need or facing hardship. David Taylor is a trustee helping decide how funds are distributed, including sponsoring a course at Cranfield University. [sct.org.uk](https://sct.org.uk)





## LOOKING TO THE FUTURE

Sustainability doesn't have a flag-fluttering finish line, and we have paused to reflect for this report as part of an ongoing process of learning and adapting. This is our way of inviting all to understand where we are now, shared with a firm commitment to keep doing better.

Hospitality isn't just about warm welcomes and well-made beds – it's about a commitment to caring about the impact of our actions within our walls, and well beyond. This care is about paying attention to what we use, how we live, and the kind of world we're contributing to.

As well as celebrating our achievements in environmental and social impact we're setting ambitious targets for the future around ISSB reporting with an aim to ensure we are working towards a global baseline of ESG reporting which speaks to our three-year strategy.

Investing in our people, the psychological wellbeing and improved health of all who stay with us is a priority. Ensuring service and morale stays high, we have begun establishing more Coyle visits per property in 2025. With Workday, we carry out a full-year engagement survey with a formal assessment every September and we have a 'pulse-check' taken every April.




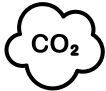




## WHAT DOES ENVIRONMENTAL, SOCIAL, AND GOVERNANCE MEAN TO US?

Amid the alphabet soup of buzzwords out there, we try not to trade in catchphrases to sound good: for us, considering compliance when it comes to ESG has been genuinely helpful. A term that is in and out of favour, seen by some as being about ticking boxes, what's key, for us, has been for our hotels to go above and beyond what's mandatory.

Data reveals clear patterns and anomalies that inform our adaptations. While payroll and expenses are typically viewed as costsaving opportunities, utilities present the greatest potential for environmental improvements – often delivering economic gains too. Better operations create a better business, enabling continued reinvestment in advancing our sustainable practices. This is our first report, and we look forward to goal tracking in future editions, spotlighting stars from our team.



SUSTAINABILITY OBJECTIVES: THREE-YEAR STRATEGY

STRATEGY AREAS	THREE-YEAR GOAL	2025	2026	2027
 Data management	Verified data disclosure and auditing	Scopes 1&2; water	Scopes 1&2; laundry; waste; water and refrigerants	SASB industry-specific metrics
 Carbon emissions	Reduction in CO2e by 50%	Renewable electricity agreements	Renewable electricity agreements	Renewable electricity agreements
 Resource efficiency	Reduce food waste by 30%; Utility consumption 20%	Digital food waste monitoring/energy audit and ECM capital expenditure investment	Digital food waste monitoring/energy audit and ECM capital expenditure investment	Digital food waste monitoring/ energy audit and ECM capital expenditure investment
 Governance	ESG transparency and cohesive ESG management 30%	ESG Group report and FuturePlus management	ESG Group report and FuturePlus management	ESG Group report and FuturePlus management
 Community	Purposeful travel and local community engagement	Made Blue partnerships/local charity activations	Made Blue partnerships/local charity activations	Made Blue partnerships/local charity activations
 Climage change mitigation and adaption	Identify and manage property resilience; health and safety	Annual risk assessments and procedures	Annual risk assessments and procedures	Annual risk assessments and procedures







Thank you for reading our first ESG Report for Lore Group

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**INSTAGRAM**  
[@loregrouphotels](https://www.instagram.com/loregrouphotels)

**DIRECTOR OF SUSTAINABILITY**  
  
Jacqueline Kneebone

**Sea Containers London**  
Sea Containers Restaurant  
Lyanness Cocktail Bar  
12<sup>th</sup> Knot Rooftop Bar  
agua Spa, Fitness Centre  
Cinema and Banqueting  
[seacontainerslondon.com](http://seacontainerslondon.com)

**One Hundred Shoreditch**  
Sticks and Sushi Restaurant\*  
Origin Coffee Bar\*  
Lobby Bar  
Kaso Rooftop Bar  
Seed Library Cocktail Bar  
Peloton Studio  
Banqueting  
[onehundredshoreditch.com](http://onehundredshoreditch.com)

**Pulitzer Amsterdam**  
Pulitzer Garden and Janz Restaurants  
Pulitzer Bar  
Beauty House  
Fitness Centre  
Banqueting  
[pulitzeramsterdam.com](http://pulitzeramsterdam.com)

**Kimpton de Witt**  
Celia Restaurant  
Super Lyan Cocktail Bar  
Fitness Centre  
Banqueting  
[kimptondewitthotel.com](http://kimptondewitthotel.com)

**Riggs DC**  
Café Riggs Restaurant  
Bar Silver Lyan Cocktail Bar  
Fitness Centre  
Banqueting  
[riggsdc.com](http://riggsdc.com)

**Lyle DC**  
Lyle's Restaurant and Bar  
Fitness Centre  
Banqueting  
[lyledc.com](http://lyledc.com)

**Hotel Park Ave**  
Fitness Centre  
F&B outlet opening\*  
[hotelparkave.com](http://hotelparkave.com)