



Sustainability Policy

Introduction

At The Mermaid London, we recognise the importance of protecting our environment and are committed to operating in a way that reduces our ecological impact. Our dedication to sustainability is demonstrated through continuous improvements across all aspects of our business. We are proud to have earned the [Gold EcoSmart certification](#), which reflects our efforts to meet recognised environmental standards. We aim to continue improving, and our key future goals are as follows:

Our Future Goals

- To reduce our overall energy usage through the continual measuring and tracking of our energy consumption.
- To expand partnerships with local sustainable suppliers.
- To enhance guest engagement in our environmental initiatives.
- To continue to support community and charity initiatives.
- To audit and ensure that any new products used in our venue are the best in the market for energy efficiency.
- To provide Scope 3 emission information for companies to run their own carbon measuring reports by the end of 2026.

Our Commitments

1. Energy Efficiency

- We actively monitor and reduce energy consumption through energy-efficient lighting, appliances, and smart systems to minimise waste. All our lighting is PIR/LED and we have motion sensors in 90% of our spaces. The remaining 10% are auditorium lights which will be replaced with more energy efficient options when they come to the end of their life cycle.
- We monitor our energy use and can check this on meters which report every 30 minutes.
- We have a Building Management System (BMS) which allows us to set room temperatures and check water usage daily.
- Our team is trained to prioritise energy conservation throughout our operations.
- We perform two checks daily.

2. Water Conservation

- We implement water-saving technologies and processes to ensure efficient use of water resources. We have water sensors and a Cisterniser controlled urinal flush system which only activates when used.
- Our BMS system helps us control room and water temperatures.
- We perform an annual water audit to prevent leaks.

3. Waste Management

- We aim to reduce, reuse, and recycle as much as possible. We work with First Mile who take a zero to landfill approach to waste management, and ensure everything is recycled correctly. Anything that can't be recycled is sent to generate green energy rather than going to landfill. We also conduct waste management training with our teams and suppliers.
- We strive to minimise single-use plastics and opt for compostable or recyclable alternatives whenever possible. We use glass bottles for our conference tables, glass water Kilners for water top ups and we provide glassware and porcelain for all refreshment breaks. Our venue licence does not allow glass or porcelain in our auditorium but we always offer a bio-degradable alternative.

4. Sustainable Procurement

- We prioritise suppliers who share our commitment to sustainability. Whenever possible, we source locally to reduce our carbon footprint. Our on-site caterer Seasoned specialises in sustainable and locally sourced products – in 2024 60% of their products were sourced from within 50 miles and by 2030 they aim for 80% of products to be sourced locally.
- Food and drink is pivotal to a successful event. We are proud of Seasoned's sustainability approach, which includes the following 5 areas:
 1. Local and ethical sourcing
 2. Circular catering
 3. Cutting our climate impact
 4. Nurturing our team
 5. Nourishing our Communities – ECOsmart principles guide procurement choices, from food and beverages to cleaning supplies.
- 80% of our supplier spend will meet at least one of our criteria for local, sustainable or ethical sourcing:
 - ✓ Local: purchased from a supplier within 50-miles of where we operate.
 - ✓ Sustainable: has a third-party sustainable certification (for example organic, Fairtrade, Rainforest Alliance certified ingredients).
 - ✓ Ethical: purchased from a small independently owned business, social enterprise or certified B Corp.

5. Community Engagement

- We support local communities by partnering with sustainable local businesses and participating in community programmes. Every year we are honoured to support the hosting of Autism's Got Talent – an event that celebrates the diverse talents of children and adults with autism.
- We pick a charity to support annually in which a portion of profits from the DDR packages and Christmas packages are donated to.

6. Carbon Footprint Reduction

- We regularly assess our carbon emissions and seek opportunities to minimise this through energy-efficient operations. While reducing emissions at source is the most effective approach, we also invite bookers to support wider positive impact projects such as [Just One Tree](#), which assists with reforestation and ecological resilience.
- We work with Greengage to allow our clients to measure the carbon impact on their event – clients can use this link to input their event data:
<https://events.myecosmart.co.uk/create/5e91783c-35b4-466a-3f0f-08db14b7b83f>
- Our partnership with the Greengage ECOsmart programme helps us identify new ways to reduce our environmental impact.

ECOsmart Certification

We are honoured to be Gold ECOsmart certified by Greengage, a recognition that assures our guests and clients of our high sustainability standards. ECOsmart certification means that our venue has met stringent criteria, including energy efficiency, water conservation, waste reduction, and responsible sourcing.

Participation

We believe sustainability is a joint effort. We encourage our clients and our staff to join us in our efforts by:

- Utilising the recycling bins provided in the meeting areas.
- Supporting our community efforts by choosing eco-friendly experiences.
- Extending the lifecycle of marketing materials by designing for reusability.
- Donating to our supported charities or Just One Tree.
- Participating in staff training on sustainability management including MIA courses, EcoSmart workshops, and annual training from First Mile for correct recycling for all operations staff.

Conclusion

Our sustainability journey is ongoing, and we are committed to improving our practices to ensure we play our part for the future of the planet for all. Through the ECOsmart certification, The Mermaid London remains dedicated to creating a positive impact both locally and globally. Thank you for supporting our vision for a greener future.

Contact Information

For questions about our sustainability practices or suggestions, please contact us on info@the-mermaid.co.uk