

Cavendish Venues Corporate & Social Responsibility Statement

Quality

Cavendish Venues has delivered world-class events for over 25 years. Our vision is to create an environment which inspires ideas that change the world.

Our mission is to offer world-leading venues for sustainable events. As such, quality is important because we value our customers and their events. We strive to provide our customers with services which meet and even exceed their expectations on a daily basis. Our conference/meeting and exhibition venues offer the very best facilities and technology, with a highly experienced team to ensure every event's smooth running and success.

Cavendish Venues are committed to continuous improvement. The senior leadership team is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement ensuring the risks and opportunities that can affect conformity of services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback.
- Customer satisfaction rating per event.
- Historic record of event feedback/notes accessible by event planners to aid planning of future events.
- A customer complaints procedure.
- Selection and performance monitoring of suppliers against set criteria.
- Training and development for our employees.
- Regular audit of our internal processes.
- Management reviews of audit results, customer feedback and complaints.

This policy will be communicated to all employees and organisations working for or on Cavendish Venues. Employees and other organisations are expected to cooperate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually and will be amended and re-issued when deemed necessary. Previous versions of this policy are archived. This policy is available to relevant interested parties, upon reasonable request.

Although the Chief Executive has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole organisation.

Sustainability

See our environmental policy statement etc <https://www.cavendishvenues.co.uk/environmental-sustainability>

People

We are committed to providing equal opportunities to all existing and potential employees whether in their recruitment, training or promotion and to eliminating discrimination in the workplace, whether on the grounds of disability, gender, sexual orientation, marital status, race, colour, age, religion or belief, national or ethnic origins. We demonstrate a healthy diversity of society in multicultural Britain. All employees are offered training in topics related to diversity, equity and inclusion.

Community:

We support our employees to contribute to the community and society. Examples include supporting a member of staff to take part in a reading scheme in a primary school, to sit on the board of a small charity and to sit as a non-executive director of a hospital trust.

Reviewed and approved 07/01/2025 by TM

Cavendish Conference Centre Ltd

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