



The Company Annual Review 2016

'The Friendly Way'



FRIENDS HOUSE



SWARTHMOOR HALL





2017 marks 90 years since Friends House hosted its first Yearly Meeting and the tenth anniversary of the Company.

Welcome

We are pleased to present the Annual Review for 2016. It has been another highly successful year for Friends House (London) Hospitality Ltd.

We are a Quaker company, the trading arm of Britain Yearly Meeting, and this year as well as providing greater financial support to its work, we are delighted to have launched 'The Friendly Way'. This concept expresses our commitments to our customers, staff, suppliers and community. It is informed by our four main values: we are heartfelt, responsible, loving, and pioneering.

'The Friendly Way' and our values have developed from staff and Board workshops which began in 2015, discussing and sharing what was at the heart of a Quaker business. Our values underpin how we work towards our goal of being an exemplary ethical organisation providing excellent service. We have included some of our commitments in this review, at the bottom of each page, to illustrate how we work.

Our auditorium The Light has hosted many large conferences this year and our event bookings have increased, as have the number of customers enjoying the extended café area, garden and al fresco summer dining. At Swarthmoor Hall, the new Barn Café has proved very popular and there have been more visitors to the historic house. Its refurbished accommodation has had record sales in 2016 with many people enjoying good hospitality and the quiet beauty of Swarthmoor Hall and gardens set in the Cumbrian countryside.

As we celebrate our tenth anniversary as a company, we look forward to welcoming you at Friends House or Swarthmoor Hall in the coming year.



Val Brittin

Val Brittin
Clerk to the Board of Directors



Paul Grey

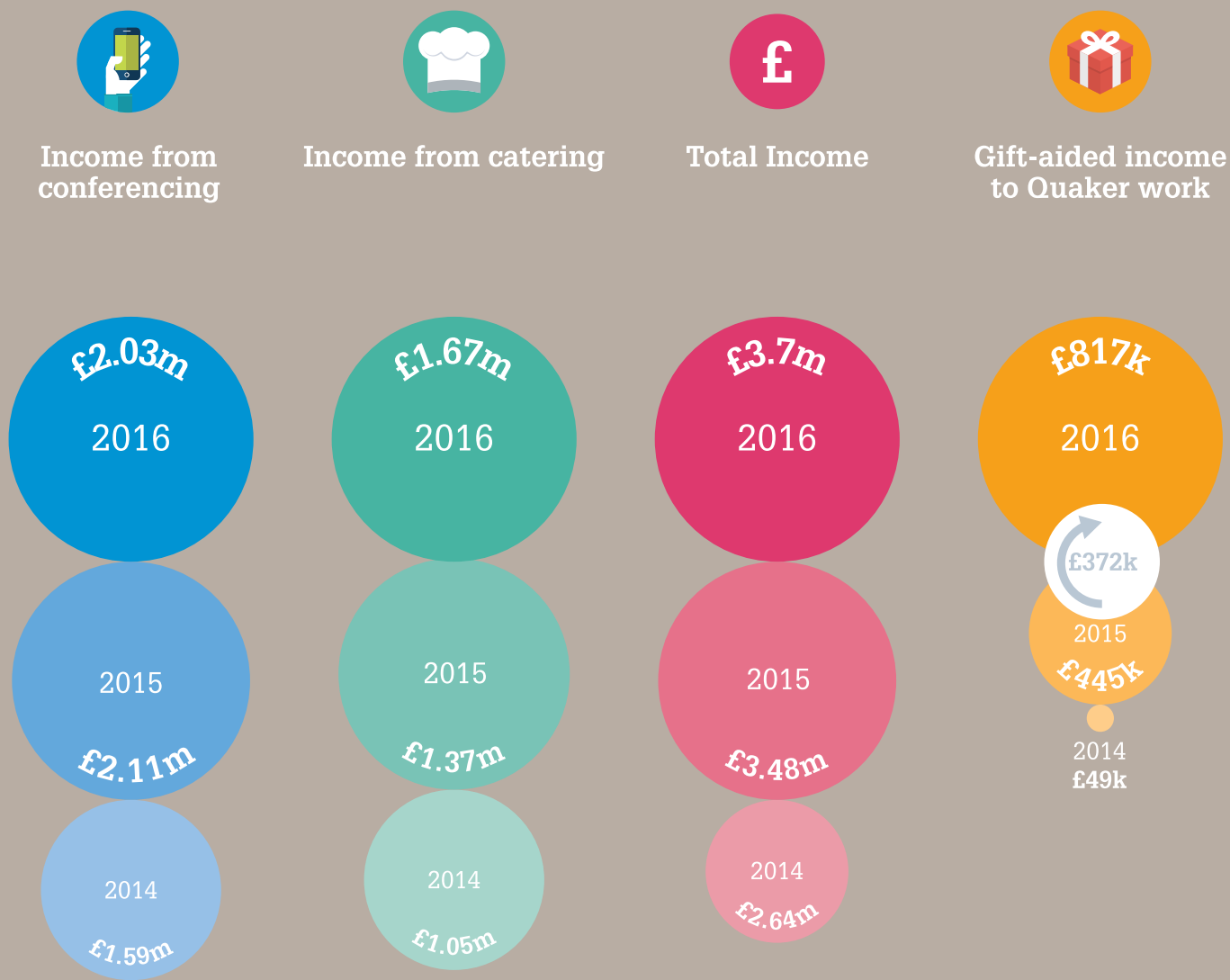
Paul Grey
Chief Executive Officer

Loving

We want our staff to enjoy working here and to feel proud to be part of our ethical company.



The Company*

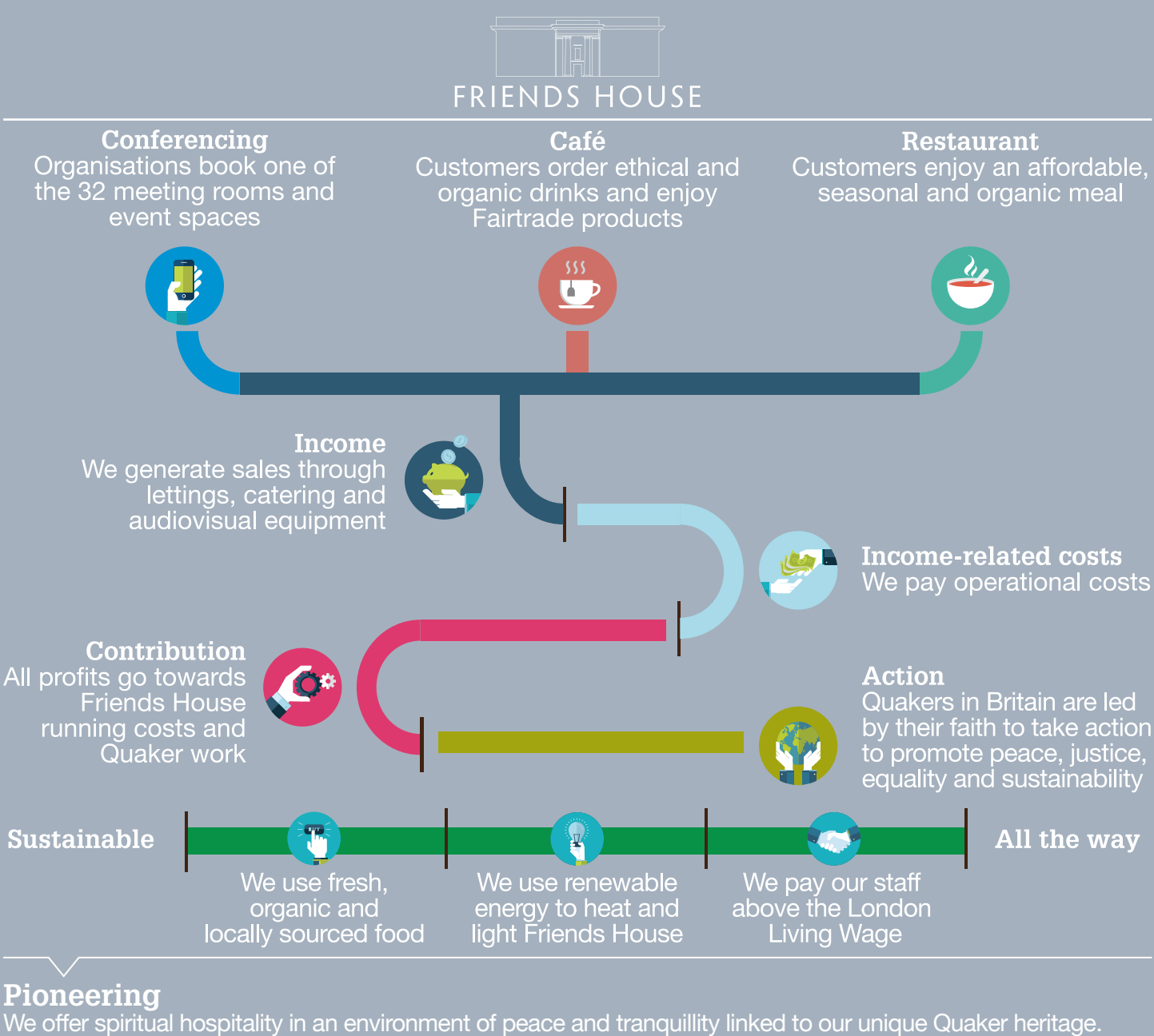


* Figures do not include Swarthmoor Hall

Responsible
We provide a professional service and give good value for money with fair and transparent pricing.



How does the Company contribute to Quaker work





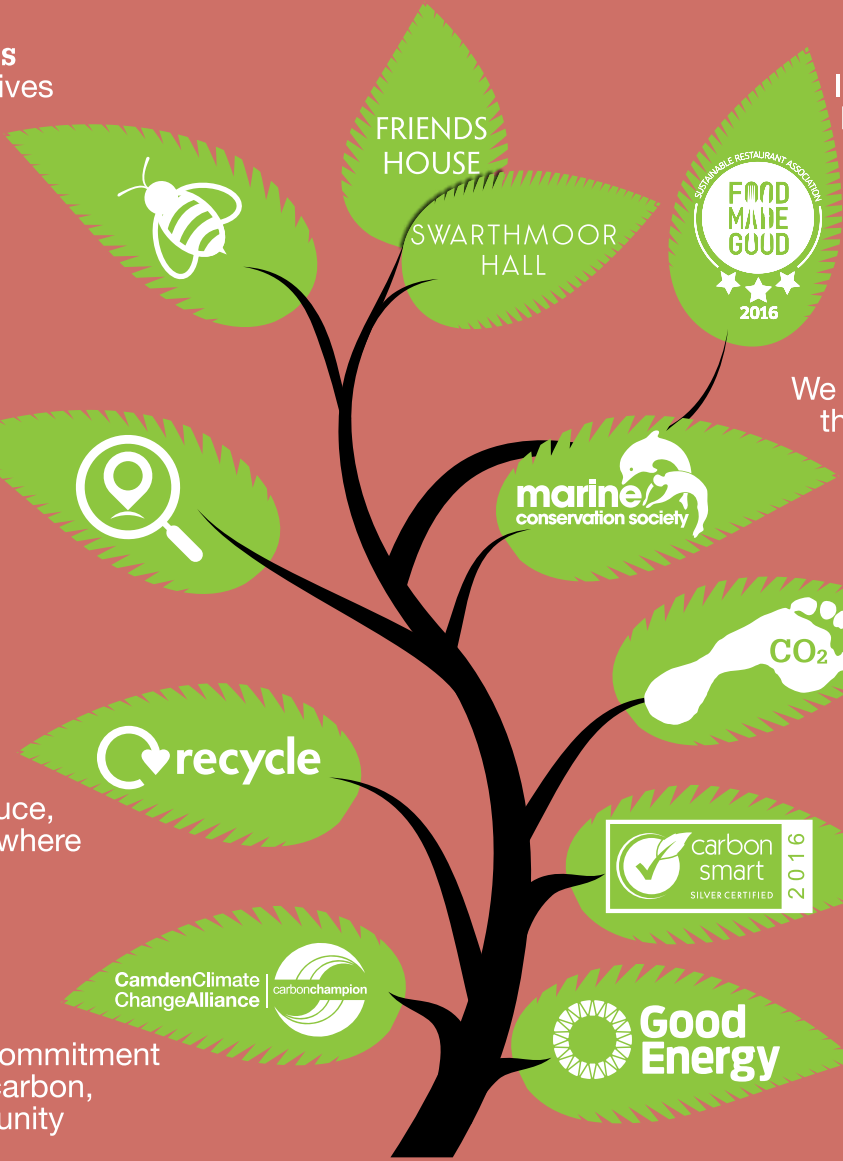
Environmental policies and achievements

80,000 honey bees
We have two beehives with two nucleus colonies on our roof

Local sourcing
We source as much of our produce as locally as possible

Recycling
We have a zero waste to landfill policy, and we reduce, reuse and recycle where possible

Local awards
We have made a commitment to become a low-carbon, sustainable community



FRIENDS HOUSE
SWARTHMOOR HALL



Food Made Good
In 2016 the Sustainable Restaurant Association (SRA) awarded our restaurant: '3 Food Made Good Stars'



Sustainable fish
We do not use any fish on the Marine Conservation Society's (MCS) 'Fish to Avoid' list



Carbon emission reduction
Since 2009, we have reduced our carbon footprint by 29%



Carbon Smart
We have held Carbon Smart's Silver certification since 2015



Good Energy
We only purchase 100% renewable electricity

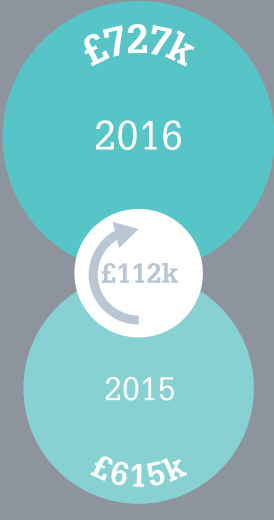
Heartfelt
We strive to reduce our impact on the environment through sustainable policies and practices.



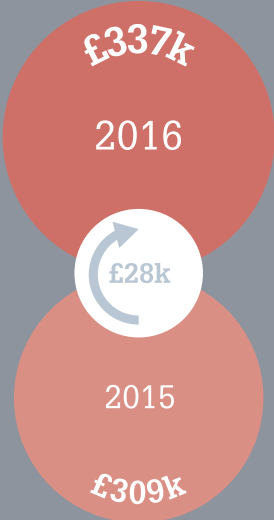
Friends House achievements



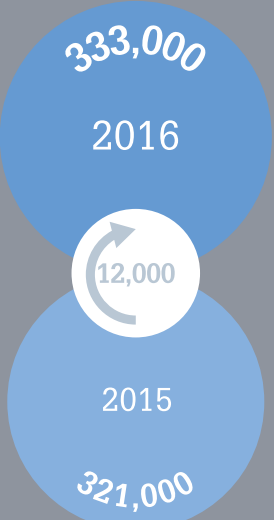
The Light sales



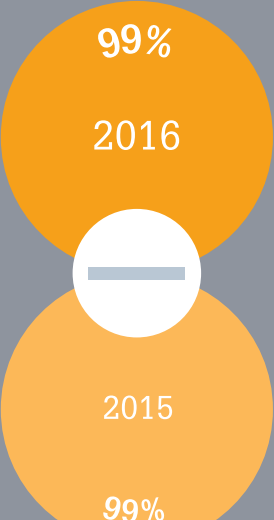
Café sales



Visitors to Friends House



Customer satisfaction



Heartfelt

We listen and respond to the needs of our customers and visitors to ensure time with us is enjoyable - we go the extra mile.



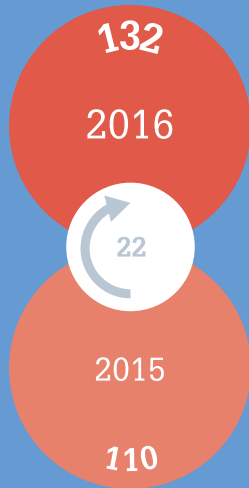
Swarthmoor Hall achievements



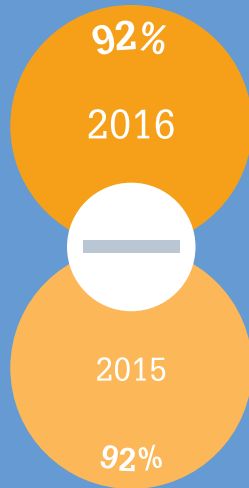
Visitors
to the Hall



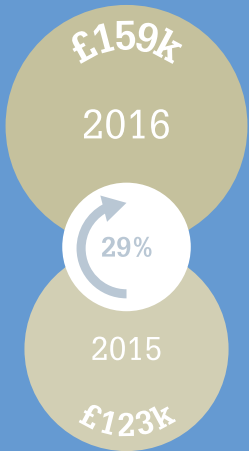
Course
attendance



TripAdvisor



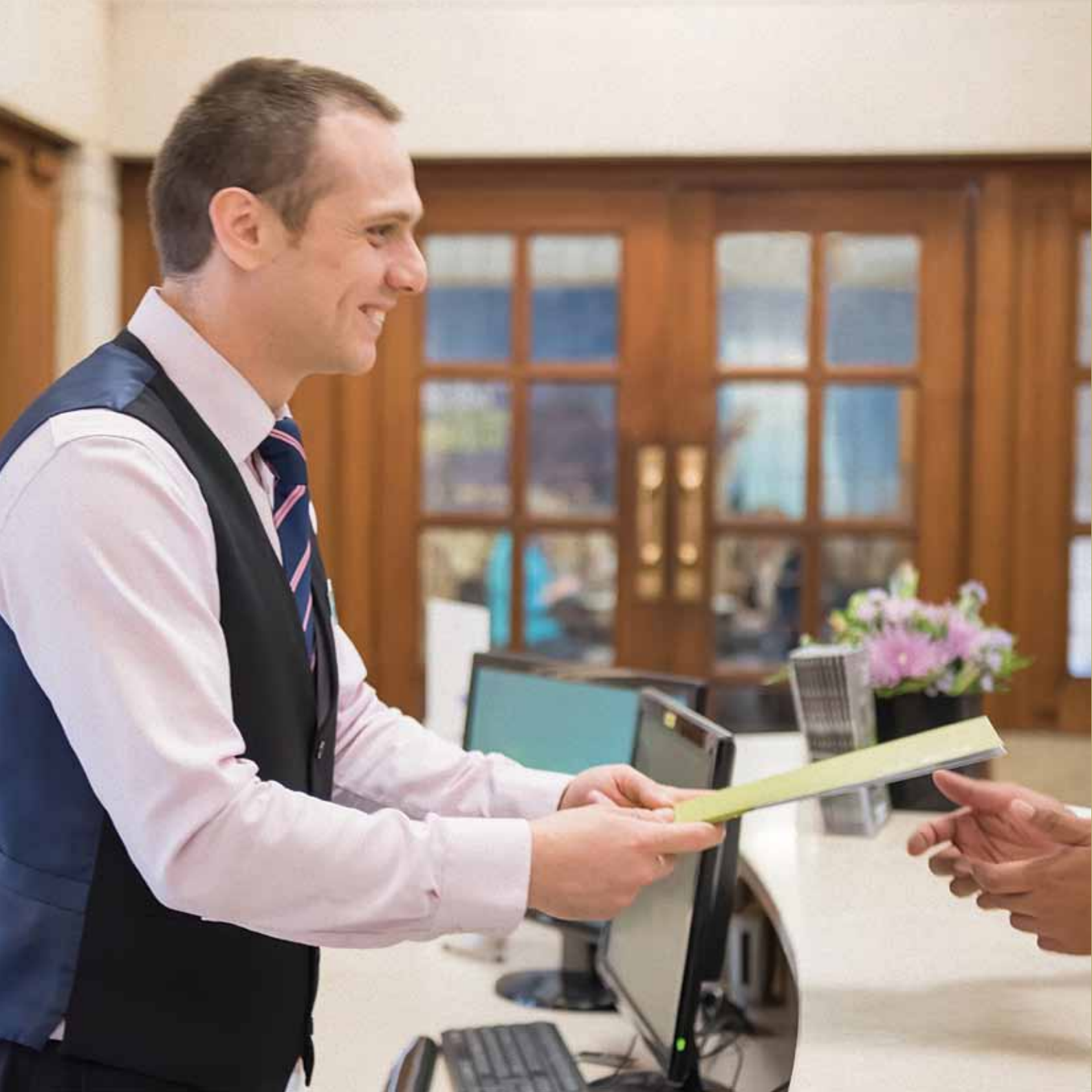
Accommodation
sales growth



Barn Café
sales



* The Barn Café was opened in July 2015



Living out our commitments

Staff



We support our staff through our apprenticeship scheme and training academy, enabling them to further their skills and obtain diplomas, such as NVQs.

Kiril: *To be honest, Friends House is without a doubt the best place I have worked. Since 2014 I have been offered many training opportunities, such as an NVQ in Business Administration. The commitment of the management to invest in our progression is obvious, they really go the extra mile to help staff progress.*

Sukh: *I have been working at Friends House for five years now, and it is a very nice place to work. I have worked in the café and restaurant and realised that I wanted to become a chef. I spoke with my line manager and am now sponsored by the company to train as a chef. I study part-time at Westminster Kingsway Catering College and work in the Friends House kitchen. These opportunities have pushed me out of my comfort zone, and I am learning new skills and have gained confidence.*

Community



For the past two years, we have worked with Douglas House Project (DHP), part of the London Pathways Project. DHP supports men diagnosed with personality disorder who are transitioning from hospital or prison into the community. We helped them launch their social enterprise catering project, a bakery, which has just been rebranded as 'Chefs in the House'.

JM: *The social enterprise has totally changed my thought process about coming back into the community. I was angry. For the first time, I actually feel like I am giving something back and being productive and I really am very grateful for this opportunity.*

KH: *I was very low at one time. Suicidal... I didn't feel that I had anything that was good in my life or in me as a person. But there is something really special about making something that others get pleasure from. To see people eating your food and enjoying it is wonderful and helped me really feel that I had something worthwhile to offer.*

Responsible

We offer employment opportunities to local people including disenfranchised groups.

Quaker Centre Café

Serving Organic & Fairtrade
Teas & Coffees

Handmade Cakes &
Cream Teas

Vegan, Vegetarian & Gluten
free Options Available

Fairtrade Retail & Bookshop



The Company vision – ‘The Friendly Way’

Our vision is



to sustainably develop the resources of Friends House and Swarthmoor Hall to make them the ideal environment for the centrally managed work of Quakers in Britain

to make Friends House and Swarthmoor Hall the choice for all organisations or individuals seeking an ethical and green venue in London or Cumbria

to ensure that our employment practices and the service offered to customers reflect the Quaker values of integrity, equality, simplicity and sustainability

to reach out to Quakers and non-Quakers alike

to clearly communicate our plans to staff, customers and visitors.

This vision will be achieved by



providing quality meeting rooms, accommodation, facilities and services, underpinned by a professional and friendly service, by continuing to invest in our staff, building and service offers

communicating clearly, simply and transparently to our customers, visitors, staff and Friends and to actively listen to their feedback

being responsive to the ever-changing world and reducing where possible our impact on the environment.

Our values

To be heartfelt, responsible, loving and pioneering in everything we do.



Heartfelt

We maintain the high standards that we set ourselves.



Responsible

Wherever possible, we select local businesses with organic and fairly traded products.



Loving:

We greet everyone in a helpful, respectful and friendly way.




Pioneering

We pay staff fairly.

Our values
guide us
in everything
we do.

We call it
‘The Friendly Way’



Printed on certified FCS (Forestry Stewardship Council) paper.

Friends House (London) Hospitality Ltd.

Friends House (London) Hospitality Ltd. is wholly owned by Britain Yearly Meeting of the Religious Society of Friends (Quakers) and is registered in England and Wales. Company number 06204129.

FRIENDS HOUSE

SWARTHMOOR HALL

Quakers

www.friendshouse.co.uk

www.swarthmoorhall.co.uk

www.quaker.org.uk