



# SOHO HOUSE 2023 ESG REPORT



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# FROM OUR CEO

We've now reached more than 2,000 young people through our social impact programmes, Soho Mentorship and Soho Fellowship.

That's a milestone towards our goal to remove barriers for people from lower socioeconomic and underrepresented backgrounds in the creative industries. We saw significant growth in Soho Fellowship globally and launched Soho Mentorship in new locations including Mexico City, Portland, Copenhagen and Rome.

We continued to push forward across the social, environmental and ethical initiatives in House Foundations, Soho House's social responsibility and sustainability programme. Over the past 12 months, The Soho House Foundation supported another four brilliant charities that provide access to the arts in our local communities, and our teams showed up to support the people around our Houses.

Our people remained a priority. Business leaders came together to review and renew our Vision, Mission and Values, creating a sense of belonging and fostering a kind and respectful work environment remain core to who we are as the place for the world's creative people to come together to connect, grow, have fun and make an impact.

We widened our lens to include gender, disability, sexual orientation, neurodiversity, religion and socioeconomic status as pillars of our Diversity, Equity and Inclusion work. This resulted in a more holistic approach, engaging new perspectives with 36

Inclusivity Board members around the world supporting these efforts. We're continually striving to improve representation in our leadership and global team. We saw a small decrease in women leaders and we're refocusing on our Women in Leadership programme in 2024.

Energy efficiency measures were signed off at Soho House New York, such as upgrading to LED light bulbs in our sites across the city. We're also starting to see positive movement as our sites around the world implement new energy-saving and waste-reduction methods and we're confident that we're taking the right steps to set Soho House up to operate more sustainably.

We have continued our focus on better data collection throughout 2023, and with a global refresh of our sustainability programme ahead, our hope is that we begin to see the results of these efforts in years to come.

I want to thank our members, teams, and partners for another year of support for House Foundations. We believe that by working together we can create a more sustainable and equitable future for all at Soho House.

**Andrew Carnie, CEO,  
Soho House & Co Inc.**





# 2023 HIGHLIGHTS



## 2,000+ YOUNG PEOPLE SUPPORTED THROUGH SOHO FUTURES

Providing access to the creative industries via Soho Mentorship and Soho Fellowship.

CREATIVE ACCESS



## NEW SUSTAINABILITY MEASURES IN OUR HOUSES

Measures included a new towel reuse programme in our bedrooms that gives members the option to help us reduce our collective environmental impact.

CLIMATE ACTION



## RECYCLED BEDSHEETS

Working with Paper Foundation, we converted our out-of-use bed linens into handmade paper – which we delivered back to our Houses as illustrated postcards for members to enjoy.

REDUCE WASTE



## 8 CHARITY PARTNERS FOR THE SOHO HOUSE FOUNDATION

In our second year of running a global foundation, we issued grants to four new organisations that are working to support access to the creative arts and education for young people.

SOHO GIVE



## AWARD-WINNING SOHO MENTORSHIP PROGRAMME

Our social impact work in North America – in partnership with Creative Futures Collective – was recognised with an Anthem Award for DEI. A mentee also won at the 2023 Soho House Awards.

CREATIVE ACCESS



## IMPROVED DATA COLLECTION

Applied across all ESG impacts from 70 global sites, this allows us to better identify areas we can impact and to understand our priorities and strategy for the years ahead.

GOVERNANCE



Soho House & Co Inc. is a global membership platform of physical and digital spaces that connects a vibrant, diverse and global group of members.

We began in 1995, when we opened the first Soho House, and remain the only company to have scaled a private membership network with a global presence. Members around the world engage with Soho House & Co Inc. through our global collection of Soho Houses, Soho Works, Scorpions beach club in Mykonos, Greece, our interiors and lifestyle retail brand Soho Home, and across our digital channels. The Ned in London, New York and Doha, alongside The LINE and Saguaro hotels in North America also form part of Soho House & Co Inc.'s wider portfolio.

Data is representative of Soho House and related brands (Soho Home, Soho Works, Cowshed, Scorpions, and our restaurants) up to 31 December 2023.

42

HOUSES

190,000+

SOHO HOUSE MEMBERS

18

COUNTRIES

70

TOTAL SITES

7,990

TEAM MEMBERS



SOHO HOUSE

SOHO HOME

SOHO WORKS



THE NED



SCORPIOS



Saguaro

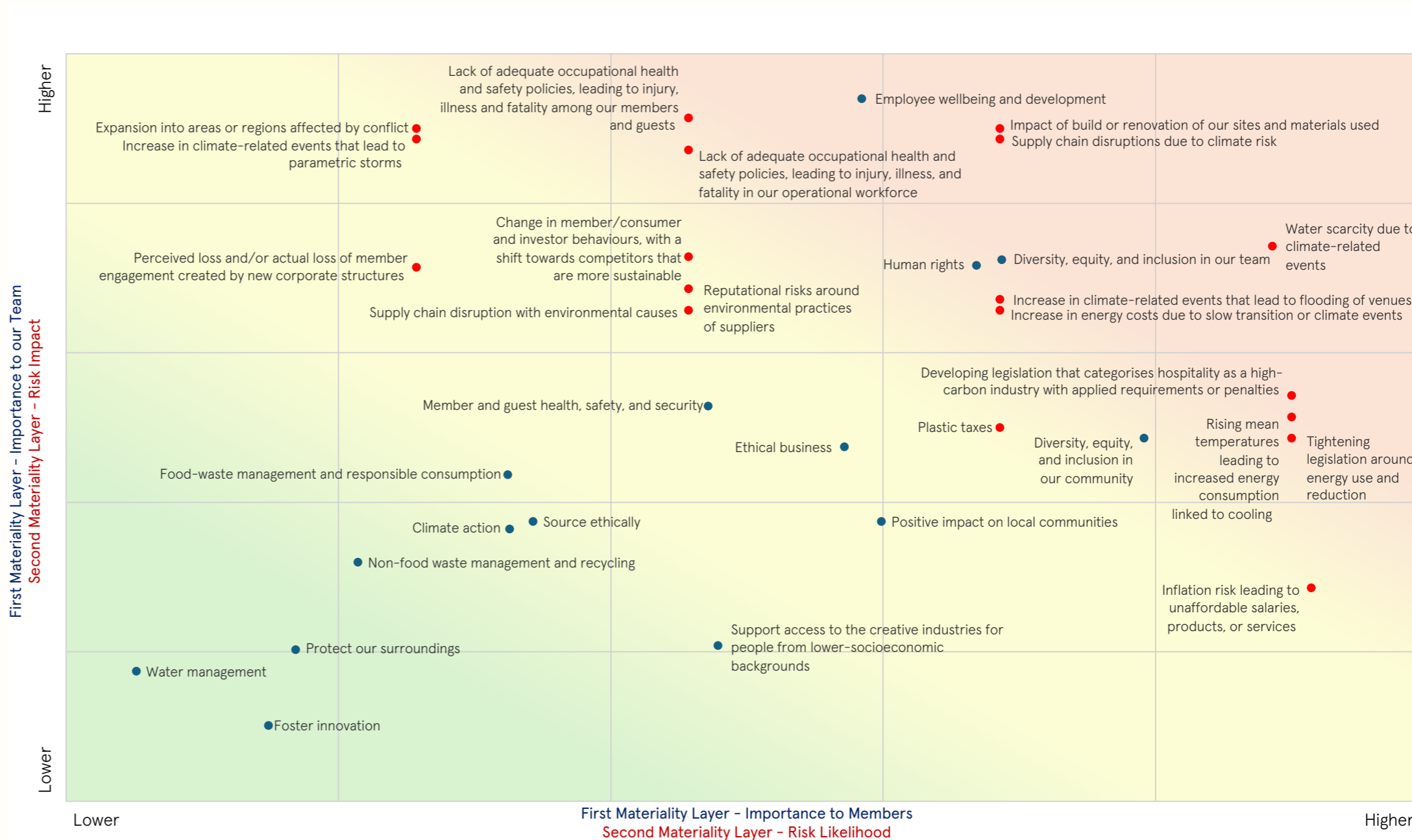


# ESG MATERIALITY

In 2022, we undertook our first ESG materiality assessment to help identify the issues that matter most to our people. We engaged key stakeholders – our members and teams – and asked them to rank by importance a list of material ESG topics that impact our business. The list of issues was formed as part of an evaluation process with the FuturePlus ESG and sustainability measurement and management platform. It identified 15 priorities based on industry best practices, recognised ESG and sustainability reporting standards, regulatory requirements, and taxonomies.

This year, we have conducted a double materiality assessment, overlaying stakeholder priorities against impacts to our business and the likelihood of these impacts occurring. The 18 high-risk categories identified in our ESG risk register are plotted on this chart to show where our strategic priorities should lie, revealing a number of environmental impact and ecology issues higher up. These include food and non-food waste management, the link between our growth and expansion and the current geopolitical tensions, and a continued focus on employee wellbeing.

We are now working through the high-priority issues to determine next steps, and continue to monitor the regulatory environment across our global portfolio.



# HOUSE FOUNDATIONS

Our ESG programme uses the platforms we've built to make a positive impact on the people around us, the lives of our members, and the environment.

Everything we do starts with people. We're passionate about driving access into the creative industries for people from underrepresented backgrounds, fostering belonging in our teams and membership, and giving back to our local communities. Alongside social impact, we want to ensure our business does as little harm to the environment as possible, with the aim to make a positive contribution where we can.







# 2030 GOALS



**5% of Soho House membership intake to be part of a creative access programme**

200 projects sponsored for emerging talent

**CREATIVE ACCESS**



**Drive an industry-leading DEI programme across our teams, supply chain, and membership**

15% of annual procurement spend allocated to diverse-owned or -led businesses

**DIVERSITY, EQUITY, AND INCLUSION**



**Working towards net zero, 50% reduction in Scope 1 and Scope 2 emission intensity**

50% reduction in Scope 3 emission intensity

Reduce emissions from company travel

**CLIMATE ACTION**



**50% food and non-food waste reduction in our operations**

80% of all waste produced diverted from landfill

100% of sites separating food waste

**REDUCE WASTE**



**Commitment to learning development and equal opportunities**

Provide skills and resources to the hospitality industry

**TEAM WELLBEING AND DEVELOPMENT**



**100,000 volunteer hours contributed by our teams**

Increase our investment in causes aligned to Soho House values

**SOHO GIVE**



**Reduce use of environmentally harmful chemicals**

Reduce use of single-use plastics

Reduce water use and fund essential clean water projects

**PROTECT OUR SURROUNDINGS**



**95% of food, beverages, textiles, and materials aligned to our responsible procurement policies**

95% of suppliers contractually signed up to our Supplier Code of Conduct

**SOURCE ETHICALLY**

# PEOPLE

## 2030 GOALS



CREATIVE ACCESS

5% of Soho House membership intake to be part of a creative access programme

200 projects sponsored for emerging talent

Gender parity in our leadership team



DIVERSITY, EQUITY & INCLUSION

Balanced ethnic diversity in our leadership team

15% of addressable spend allocated to diverse-owned or -led businesses

Membership demographics to be representative of the places we're in

20% increase in diverse representation in our content



TEAM WELLBEING & DEVELOPMENT

Provide skills and resources to the hospitality industry

100,000 volunteer hours contributed by our teams



SOHO GIVE

Increase our investment in causes aligned to Soho House values

Donate food at all our sites

## PROGRESS

2,000+ young people from lower socioeconomic or underrepresented backgrounds supported into the creative industries. 2.8% of forecast intake in 2023, 0.8% increase year-on-year (YOY) and our biggest annual Soho Futures intake to date

We have just launched the Soho Futures Grant in Mexico City, with 25 new recipients in 2024. This will bring us to 60 projects sponsored to date

21% of leadership identify as women, a 2% decrease YOY due to changes in our senior team. We will continue to develop better outcomes for women at work by refocusing on our Women in Leadership programme

37% of leadership identify as ethnically diverse, a 5% increase YOY

2.8% of spend in 2023, a 1.8% increase from our 2021 baseline

In 2023, we established House Identities to better understand the demographics of the cities and communities we operate within. We also continued to grow our Inclusivity Board globally

We proactively made space for diverse contributors in our content, both visible and behind the scenes. We now have a robust mechanism in place to track this data so that we can maintain this standard against a 2023 baseline

62 apprentices onboarded in 2023, with a new and improved Soho Apprenticeship programme running

Our teams donated their time to organisations all over the world, including Choose Love, The Felix Project, Green Haven Project Miami, Assistance League of Los Angeles, and more. We don't yet have a robust mechanism to track these hours

\$2m donated in 2023 (27% decrease YOY). We are constantly reviewing our charitable donations in line with business strategies and revenues, ensuring we give as much as we can responsibly each year

21% of sites donated food in 2023, 28% decrease YOY, partly due to new sites reporting. We're reviewing this programme globally to ensure we're giving surplus food wherever we can

STATUS UN SDG



On track

Needs work

# ENVIRONMENT



CLIMATE ACTION

50% reduction in Scope 1 and 2 emission intensity

50% reduction in Scope 3 emission intensity

Reduce emissions from company travel

50% food and non-food waste reduction in our operations

80% of all waste produced diverted from landfills

100% of sites separating food waste

Reduce use of environmentally harmful chemicals

Reduce use of single-use plastics

Reduce water use and fund essential clean water projects

95% of food, beverage, textiles, and materials aligned to our responsible procurement policies

95% of suppliers are contractually signed up to our Supplier Code of Conduct



REDUCE WASTE



PROTECT OUR SURROUNDINGS



SOURCE ETHICALLY

5% reduction in Scope 1 and 2 emissions YOY. Global data is improved, with fewer estimations in 2023. Total emission intensity is 0.023 (tCO2e/sq ft), a 38.96% increase from 2022 baseline; a direct result of new inclusion of Scope 3 emissions

In 2023, we began tracking Scope 3 emissions for the first time, starting with the top 9% of our suppliers by spend. We aim to increase this with a view to setting reduction pathways

Previously this goal was to offset 100% of emissions from company travel. We are now reviewing our options to decrease a reliance on the carbon credit market by reducing travel, investing in insetting, and funding our own projects

Improved data with 90% of sites now reporting non-food waste and 55% of sites reporting food waste. YOY we saw a 36% decrease in non-food waste intensity and a 4% decrease in food-waste intensity

91% of sites have recycling programmes in place, a small decrease as a result of newly-opened sites that are not yet recycling: e.g. Bangkok and Nashville. We are working with these teams to look at options

79% of sites separating food waste, a decrease of 14% YOY as a result of more sites reporting this year

78% of sites using Ecolab products. In 2023 we added more environmentally-friendly suppliers, giving our sites better access to these products in their regions going forward

62% sites implemented new ways to remove single-use plastics from their day-to-day operations in 2023

90% sites reported water use (42% increase YOY), meaning we can use 2023 as a baseline to set reduction targets. Trialled new water-reduction programmes in Barcelona, an area of high water stress, and through our new towel reuse programme in five sites globally. We have funded 20 clean water projects to date

We continue to review our supplier audit processes and have implemented a new ESG supplier survey, to be rolled out globally in 2024

All suppliers in top 80% of global procurement spend audited on adherence in 2021; new suppliers sign the Code of Conduct at onboarding

STATUS UN SDG





People are our passion, they're at the heart of everything we do. We aim to use our platform to make a positive impact on our members, our teams, and the communities around us

# PEOPLE



IN 2023

2,000+

people supported through our creative access programmes to date

116%

growth in the global Soho Fellowship programme

2030 GOALS

5%

Soho House membership intake to be part of a creative access programme

200

projects funded for emerging talent

# SOHO FUTURES

It's no secret the creative industries can be hard to break into. Class, ethnicity and disability are just some of the barriers facing young people trying to start creative careers. As a global membership, we believe we can use our platform to open doors for those who would otherwise be shut out.

We're passionate about opening up our spaces and empowering our members to help diverse talent to flourish. Our creative access programmes, Soho Mentorship and Soho Fellowship help build connections, confidence and experience for the next generation.

In 2023, 2.8% of forecast Soho House membership intake was part of a creative access programme. This was our biggest annual Soho Futures intake to date, and means we're on track to meet our goal of 5% by 2030.

We also launched Soho Futures Mixers, hosting our first networking event for all LA participants at Soho Warehouse in October 2023. More than 70 attendees gathered to share their experiences and connect with other mentees and fellows. Our aim is to host these globally from 2024.

By the end of the year we had finalised plans for the Soho Futures Grant, Mexico City, aiming to increase access to the arts and creative industries for women who face economic challenges or other barriers to inclusion. [Find out more](#)

Soho Mentorship alumna Saidah Belo-Osagie, winner of the Golden Picante Unsung Hero at the 2023 Soho House Awards



NYASHA NGONDONGA, LONDON

‘The mentorship programme paired me with legendary British composer David Lowe. Having a mentor who is in the industry and knows what it’s like has been impactful.’

In 2020, a year after joining the programme and with guidance from Lowe, Ngondonga established Plus TRBE Productions, which creates music for films and TV shows that are rooted in Black culture.

‘I picked my local cafe near my team’s studio – it’s a place we often meet, talk, and have lunch.’

## MEET OUR MENTEES

More than 2,000 young people have now been supported through our creative access programmes – we check in with some of our Soho Mentorship alumni around the world to find out what it’s meant to them.

Mentees are pictured in a place that’s personal to them and their creative journey, by photographer [Hannah Norton](#).

Read the full story [here](#).

‘As a Kichwa-Otavalo woman, my art is an extension of myself and my entire being.’

Aware of the challenges she faced within the art world, the mentorship programme appealed as ‘a safe environment for young creatives from lower-income and marginalised backgrounds to connect and learn from one another.’

‘This space has empowered me to fully embrace my artistic journey as an integral part of who I am. To me, creating spaces where people from all walks of life can flourish and connect is the essence of genuine representation and inclusion.’

**‘Union Square is my favourite place in the city. It’s a place where artists have always sold their creations as a means of survival.’**



ADINA FARINANGO, NEW YORK



TELE LAWAL, LONDON

‘I knew I needed some creative direction and guidance to kickstart my company and having a mentor from Soho House seemed like the missing piece of the puzzle.’

During the programme, Lawal was mentored by Charlie Beeson from FutureBrand, who she credits for helping her successfully navigate the challenges of running a creative business. Armed with new tools and an expanded network, Lawal was able to leave her day job in consultancy to focus her energies on building her experiential e-commerce platform Kouture Paradisé.

**‘Fulham Library holds a special place in my heart and shooting there brought back a flood of nostalgia. Transitioning from a small town to the city was quite daunting. The library provided a sanctuary for me.’**



In 2023, 98% of UK mentors reported they had a good understanding of the barriers to access for young people from lower socioeconomic backgrounds as a result of the programme.

At the beginning of the programme, 55% of UK mentees felt able to build positive relationships and make industry connections. That rose to 85% by the end.

100% of mentees in the Americas would recommend Soho Mentorship, and 92% of mentees in Asia said it has helped them feel more confident.

SHAUNA PENTONY, BRIGHTON



Knowing how brutal the music industry can be, and as a young woman from a lower socio-economic background without any contacts, Pentony knew she needed some support in building a music career for herself.

‘The programme has been impactful on my life in so many ways. It connected with me an amazing mentor – Miriam from Brighton-based creative agency Designate – who gave me the confidence and support to push for what I wanted,’ she says. ‘She arranged for me to perform on local radio station 1BTN a few times, which connected me with a fellow mentee, Jack Watson, who I worked with on my debut EP, S.W.A.L.K.’

**‘For the photoshoot, I chose my flat as the location. It’s where I wrote my entire debut EP over many late nights.’**



CYRUS JARVIS, LONDON

Cyrus Jarvis was an 18-year-old fashion communications student at Central Saint Martins in London when he joined the 2022 mentorship cohort. ‘I was unhappy at the time. The university route wasn’t for me,’ he says. ‘When

I got the opportunity to join the programme, I immediately accepted with the goal of getting into work instead.’

Jarvis was paired with a mentor who helped him secure a full-time job at a creative agency. ‘Not only did I learn so much at that job, but I learned so much from my mentor, and I continue to learn from other mentees too,’ he says. ‘The connections I’ve made are so valuable.’

**‘I discovered this abandoned building when I was 13,’ Jarvis says of his shoot location. ‘It felt like this private space where I could do whatever I wanted.’**



AMMAR BADER, AMSTERDAM

Having emigrated to the Netherlands from Syria on his own, ‘Amsterdam felt overwhelming yet full of potential,’ he says. ‘I was surrounded by opportunities but lacked direction. I needed guidance to navigate this new chapter.’

Becoming a mentee helped to ease some of the financial and social barriers Bader faced as a Muslim immigrant trying to join the creative industry. ‘Being paired with my mentor Ajay provided me with invaluable guidance and support. The programme overall has ignited a hunger within me to seize every opportunity that comes my way and to embrace whatever serves my path and journey.’

**‘I chose to be photographed at home. More than just a physical space, it symbolises resilience, perseverance, and the beginning of a new chapter in my life after a challenging period of living in refugee centres for over a year. It’s the first place I can truly call home.’**



KADIGIA FARAH, AMSTERDAM

As a young, Black, Muslim woman from a small town in the Netherlands where creative work was never viewed as a 'real job', Kadigia Farah felt she had to prove herself.

She set herself a goal to create a video for the annual late-night cultural festival Museumnacht Amsterdam – a milestone she hit with the support of her mentor. 'They really challenged me by holding me accountable for my biggest and boldest dreams,' Farah says. 'When I made the video, it was displayed in the Van Gogh Museum and from that moment onwards, I realised that my big, crazy dreams were not as crazy as I thought.'

**'My house is my creative haven,' Farah says of choosing to be photographed at home. 'It's where I refuel and get inspired.'**

'One of the barriers I faced as an advertising creative was not seeing myself reflected in the industry,' says creative director and graphic designer Au.

With the encouragement of their mentor, they 'began exploring ways to express my trans identity, which led to myself and some friends starting an all-trans+ arts and camping festival called Camp Trans CIC.' Now in its third year, Camp Trans CIC not only produces sell-out festivals for hundreds of trans+ people, Au and their team also curate exhibitions, run trips, and create merch for the community.

**'This photograph was taken outside my gorgeous home, A House For Artists, which provides flexible live-work spaces for resident artists, who offer free or low-cost creative programming to the neighbourhood in return.'**



JENG AU, LONDON



Yael Daila, Amsterdam

Singer-songwriter Yael Daila joined Soho Mentorship in 2022 to build a network and turn her passion into a career. Many of her loved ones didn't see music as a viable career path, adding an extra layer of difficulty in her pursuit of her dreams. 'The mentorship programme played a crucial role in helping me overcome these barriers,' Daila says. 'Not only was I inspired by my mentor and the other aspiring creatives in the programme, I performed my first ever gig. Soho House booked me for an event shortly after, and that led to an opportunity to perform at Copenhagen Fashion Week. Being flown out to another country for work was so fulfilling; it made me realise that my work is worthy of being showcased internationally.'

**'My apartment building is filled with creative people. It is my haven for work and relaxation.'**

Soho Mentorship currently runs in 18 cities globally, with new launches in Manchester, Barcelona, Stockholm, and Bangkok by the end of 2024.

The programme is run in partnership with Creative Mentor Network, Creative Futures Collective, Routes In and OWN Academy.

[Find out more](#)





IN 2023

36

global Inclusivity Board members helping to guide DEI at Soho House

2.8%

spend with diverse-owned or -led businesses, a 1.8% increase from our 2021 baseline

2030 GOALS

Gender parity and balanced ethnic diversity in our leadership team

Membership demographics to be representative the places we're in

20%

increase in diverse representation across our content

15%

of addressable spend allocated to diverse-owned or -led businesses

# DIVERSITY, EQUITY AND INCLUSION

We are committed to driving an industry-leading diversity, equity, and inclusion (DEI) programme for our people, and building a thriving membership that's representative of the varied places we call home.

Our teams and our members continue to tell us what DEI means to them. In a time when DEI programmes are increasingly under attack, we have renewed our commitment to creating spaces where kindness and collaboration are key values, and where all people can come together to feel a sense of belonging.

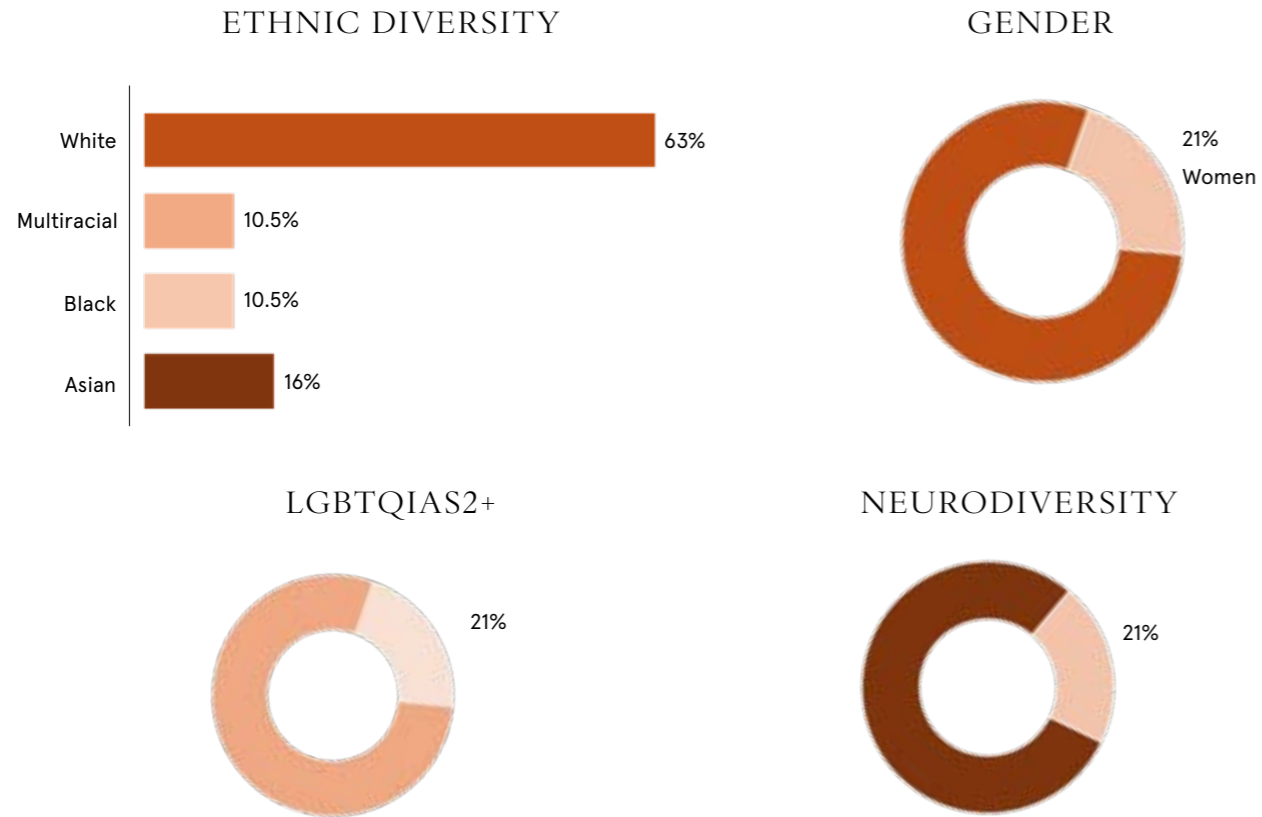
In 2023, with our Pledge as a guiding light on anti-racism, we widened our lens to include gender, disability, sexual orientation, neurodiversity, religion, and socioeconomic status as pillars of our DEI work. This resulted in a more holistic approach, magnifying the impact of intersectionality and supporting our teams to find more meaningful ways to connect.

As we grow, we challenge ourselves to continuously learn, engaging new perspectives and vantage points, as well as considering the latest developments in this sector.

Girls' Day at Soho House Berlin saw 12-year-old girls join our team to explore careers



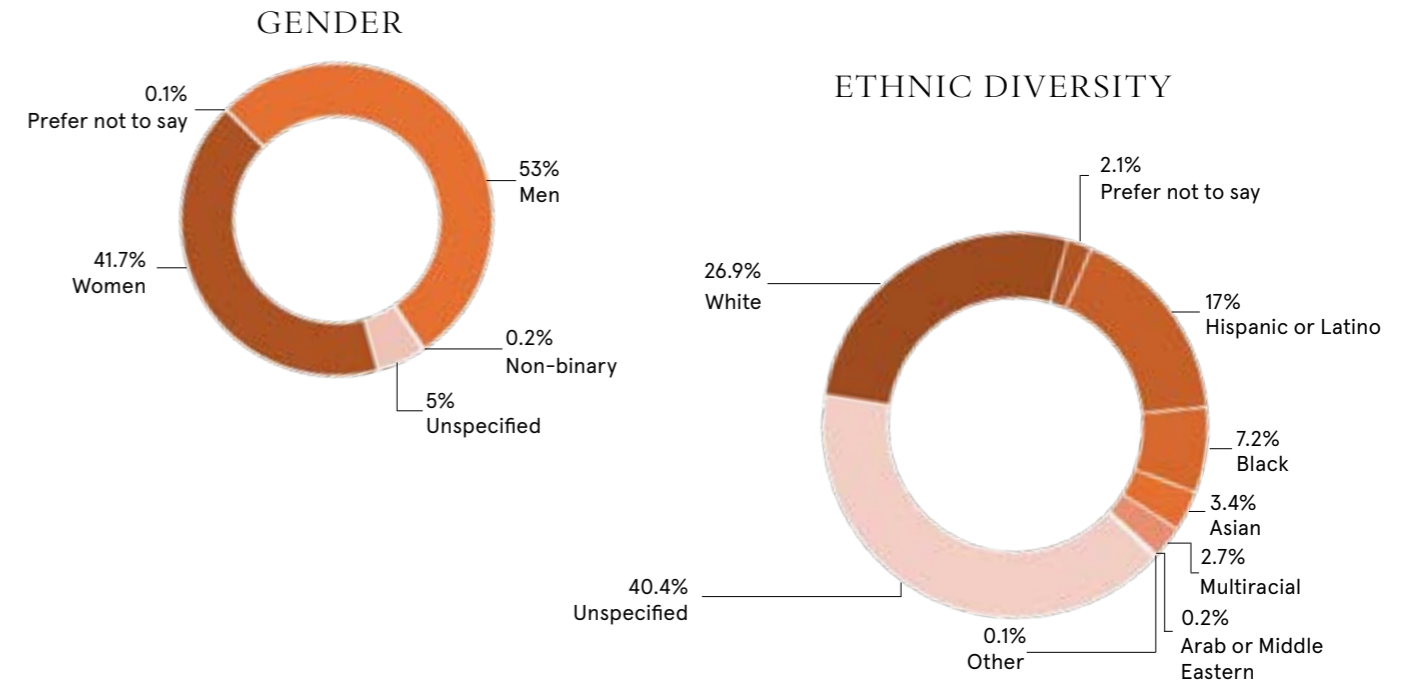
# OUR LEADERSHIP



Our 19 most senior leaders in 2023 at chief and managing director level, as well as directors of key business functions

21% identify as women and 37% as ethnically diverse. Our goals are gender parity and balanced ethnic diversity in our leadership team. We know that we need to improve representation of women in our senior team. In 2023, we saw progress from initiatives in recruitment and development aimed at reaching our proposed gender representation, with an increase in the appointment and progression of women to director and chief level.

# OUR TEAM



5,544 full-time employees in North America and the UK, working across operations and our support offices

We currently only collect demographic information on team members in the above regions. That means we don't have available data from the other regions we operate in: i.e. Europe and Asia.

These statistics also contain a high number of 'unspecified' demographic data. This is a result of such data collection being a non-compulsory field in our current on-boarding process. We know that in order to make Soho House a more equitable place for all we must prioritise data collection to understand the makeup of our global team. In 2023, we implemented a new global HR system and we're working on a strategy to collect, track, and connect this data in the regions where we can.

## DEI IN OUR TEAM

Our people are emboldened to bring DEI to life in multiple ways, and we believe this is part of what makes our Houses dynamic places to come home to.

### DEI network

Given the global span of our business and the importance of local nuance, we launched a DEI Network. This cross-functional employee initiative brings leaders together DEI champions at a site level to help ideate and drive local initiatives while also cascading global projects – whether that’s championing local culture through breaking bread or doing volunteer work in the community.

### Women at Soho House

What began with programming for International Women’s Day has continued throughout the year, with targeted education around gender parity, financial development and examining the ways that topics such as disability and parenthood impact a woman’s life at work.

We saw an increase in the number of women in director roles as a result of these efforts, with a 9% decrease in the

mean gender pay gap, while the median remains the same at 6%.

Our Women in Leadership programme brought leaders together to learn more about the barriers to success and co-created solutions to move beyond them.

This has resulted in better business outcomes, along with a greater sense of belonging among women in our team and confidence in their progression potential at Soho House. Our commitment to continue this work remains steadfast.

[Read the 2023 Gender Pay Gap report.](#)

### Tilting the Lens

We partnered with disability educator Sinéad Burke and her consultancy, Tilting the Lens, to implement accessibility measures at Soho Summit. This included BSL interpreters for talks, ramps and hand rails on the main stage, subtitles on all cinema screenings, as well as panellists, facilitators and leadership beginning their engagement with a visual description of themselves to accommodate those who are blind or have low vision. This partnership grew beyond the Summit to include training with our design and architecture teams, and site audits.



# DEI IN OUR COMMUNITY

## Education

We listened to our teams and advisors to understand ways to make our educational DEI offering more impactful. In support of our policy on gender neutral toilets, we built a tailored Gender Awareness training programme that reached more than 1,000 employees throughout the UK, Europe, and the US. This led to a nomination for a British Diversity Award, and we will continue to roll the programme out to new markets. We modified our general DEI training into two sections: one that is covered in new employee inductions, and a more in-depth version offered as a follow-up to all employees, both of which are localised to accommodate cultural nuances and differences.

In Asia, we introduced local sensitisation trainings, as well as cultural awareness guidance for members and teams travelling to the region. Our Houses worked together to deliver a quarterly magazine that celebrates and captures culture throughout the region. We continue to run internship and development programmes for people with disabilities via the Yash Charitable Trust (Mumbai) and Shining Stars Foundation (Hong Kong), creating career pipelines and awareness.

Ongoing programming in our sites and offices has increased to represent a broader range of cultural celebrations, which our teams co-create and enjoy.

## Women members

Globally, we developed several initiatives to support our women members, which have resulted in a greater sense of comfort and belonging.

Our UK Houses built Mothers' Circles, community-oriented safe spaces for mothers to provide each other with vital support. Our US Houses created subcommittees that focused on programming and outreach to increase women's representation, while LATAM teams grew membership among women by rebalancing their committees. These efforts resulted in an increased number of applications from women, and greater engagement across women members. Our Cities Without Houses teams introduced a Women in Music Fellowship to build awareness and representation within the industry.

## Inclusivity Board

We welcomed a second and third cohort of Inclusivity Board members, expanding our reach to include Atlanta, San Francisco, Portland, Mexico City, Glasgow, Milan, and Brighton. This work has a renewed focus on thought leadership, as well as strategic projects that drive a sense of belonging for members from varied walks of life.





In 2023, we increased the balance of content celebrating or created by diverse voices across our platforms. Here are some of the highlights.

We set a goal to increase diverse representation in our content by 20%. Our content and creative team continued to proactively make space for a diverse range of contributors to use our platforms to share their work across video, audio, and written editorial – and we now have a system in place to track representation.

Across our content, we seek to ensure that diversity is represented in the freelancers and creators we commission and that talent is not just in front of the camera, but also behind it. Our focus is on representation that's authentic to the regions our content originates in, not anchored to demographic stereotypes within societies, and then amplifying these stories to our global audience.

[Watch, listen, read](#)

## Soho House's Black History Month playlist by Magna Carda



Behind The Track: SIPHO, 'Paranoia'



Behind of Lights, Soho House Nashville  
The House came together to celebrate Black, the history of lights, along with other events, experience Nashville's best created for Soho House Nashville kitchen staff of South Asian descent, and featured members' talents.



In this edition of our Soho Rising series, in partnership with Bowers & Wilkins, we caught up with the Birmingham-born artist following his set at White City House

## Soho Love Stories: 'We just slotted into each other's lives'



## The radical power of finding your pride



As we kick off our 2023 Pride celebrations, Global Diversity, Equity & Inclusion Director, Chris Glass, explains why it has never been more important

59% Gen Now Award 2023

Meet Priya Ahluwalia and her Disney Create 100 auction piece



The Soho House member and founder of fashion brand Ahluwalia designed a special jacket based on the Disney film 'Soul'. Here, she shares the inspiration behind it



For the second year in a row, Daniel Kaluuya has partnered with Soho House to champion the current generation of talent tipped to make waves in the future



IN 2023

62

new apprentices onboarded in  
our relaunched programme

Mission, Vision, and Values  
renewed for our global teams

2030 GOALS

Provide skills and resources to the  
hospitality industry

## TEAM WELLBEING AND DEVELOPMENT

We are committed to learning, development, and equal opportunities for all across Soho House.

We have renewed our guiding principles, ensuring our unique culture and values are reflected externally and throughout the business to attract and develop the best global talent. The People & Development team engaged with hundreds of our people across Soho House to ensure our careers' platforms, programmes, and benefits truly reflect and represent who we are.

[Find out more.](#)

### Mission, Vision, and Values

In 2023, our business leaders came together to review and renew our Vision, Mission, and Values for our global Soho House team. Creating a sense of belonging and fostering a kind and respectful work environment remain core to who we are as the place for the world's creative people to come together to connect, grow, have fun, and make an impact.

- **Collaboration** to build a sense of belonging.
- **Simplicity** in everything we do. We act, plan, and deliver in a humble way.
- **Kindness** at every opportunity. Act with respect and decency to all members and colleagues at all times.
- **Passion.** Yes to always being welcoming; to going the extra mile; to being accountable.



# THIS IS YOUR HOUSE

It's only right that the hospitality extended to our members is extended to our teams, too. With people at the heart of everything we do, we work hard to ensure our people have access to Learning and Development opportunities, competitive benefits, and the ways in which we support curiosity and champion talent.

## Learning and Development

Our L&D team is always on hand to train, develop, and inspire our teams. In 2023, we gave special focus to our service standards, to improve our member and guest experience.

## House Trainers

We have designated managers who are trained to deliver workshops every week at their sites. Sessions delivered on-site cover food and drink tastings and knowledge; service; creating magical experiences for our members; and more.

## Service training

In order to continually improve our service, we created clear and simple steps for everyone to follow. We looked at the roles of our teams and managers in service, and developed two sets of training: Service Owner and Service Leader.

These engaging training sessions were rolled out globally to ensure consistency across all our sites.

## Competitions

We engage the bar, floor, and kitchen teams with various incentives. In 2023, these included quarterly cocktail competitions, with winners enjoying trips to Mexico and Paris, and one for chefs that saw the winner's dish featured on House menus for a month.

## Trips

To inspire our chefs, we have established a series of monthly trips – everything from farm visits to learning how to skin a deer and fishing. Monthly Cookhouse & House Tonic sessions run alongside these. In 2023, we learnt how to distil our own gin; made sourdough at Bread Ahead; attended a cake masterclass at a cookery school; went strawberry picking; and visited Forest Road Brewery and Grind.

## Chef's table

Every month, a chef from one of our sites cooks a special menu and invite their colleagues along to enjoy it. This is a great opportunity for our team to express their passion and creativity.

All featured programmes are global, and the teams celebrate their wins and creations through our internal communications channel.





Jemima Boka and Niamh Lockwood,  
Hospitality Team Member Level 2 apprentices

## SPOTLIGHT ON SOHO APPRENTICESHIP

We're passionate about providing training and support for people at the beginning of their careers – and contributing to a thriving hospitality industry for the future.

Our entry-level training programme provides the practical skills, training, support, and qualifications needed to start a career in the hospitality industry. Our apprentices work full-time at one of our sites or support offices, with competitive pay and benefits.

We hired a dedicated Apprenticeship Manager, who refreshed and improved the programme, overseeing 62 apprentice enrolments over the course of the year in 2023. These apprentices worked across Level 2, 3 and 5 programmes, from commis chef, Learning and Development, and HR support roles to a placement in our ESG team.

Applicants were sought externally, through nominations from local community partners and youth projects, and from existing employees who were nominated by their managers.

‘The sessions with the whole group for teaching and learning sessions have been so good. I loved House Festival and Pride at 76 Dean Street, too’

Niamh Lockwood, Hospitality Team Member Level 2 Apprentice

‘I have made friends for life within the apprentice group, and it has been amazing as we have all come from different backgrounds and walks of life’

Jemima Boka, Hospitality Team Member Level 2 Apprentice

[Find out more.](#)





IN 2023

\$2M

donated to causes that align with Soho Give values<sup>1</sup>

128

charity partners across 18 cities

2030 GOALS

100,000

volunteer hours contributed

Increase our investment in causes that align with Soho Give values

Partner with organisations that support the communities and environments we are in

Donate food at all our sites

## SOHO GIVE

Connecting people goes beyond the walls of our Houses. We care about the communities around us, and believe our spaces and members can have a positive impact on the cities and neighbourhoods we're in.

In 2023 we maintained a steady level of giving. We are constantly reviewing our charitable donations in line with business strategies and revenues to ensure we give as much as we can responsibly each year. We have also implemented a new tracking system, which means we're relying less on estimations for reporting going forward.

Throughout the year, we continued to donate gifts-in-kind and volunteer hours to causes that align with our values: to support access to the creative industries, deliver positive social impact, and help alleviate poverty and provide emergency response in the areas in which we operate. We supported causes including: Choose Love, Aspire Oxfordshire, United In Design, National Youth Theatre, The Caring Place Miami, Caritas Rome, and our annual company donation to The Soho House Foundation.

Across our global sites, we supported 128 charitable organisations and our aim is to further empower our teams to give back consistently with the support of our members. Our teams are also granted two paid Give Days each year to volunteer in their local communities.

<sup>1</sup> Includes an estimation based on the average value of individual gifts-in-kind. These include bedrooms (e.g. average room rate), memberships, event space, food and drink, products and services



# SOHO GIVE IN ACTION

Our teams and members showed up to support the people around our Houses



Miami Pool House hosted an Easter crafting event, creating nearly 100 baskets that were donated to The Caring Place, an organisation committed to ending homelessness



Soho House Istanbul prepared support boxes to be sent to the earthquake zone in February 2023



Soho House Amsterdam welcomed locals from Senioren Café for a screening, as part of its schedule of social events for older people



Soho House Legal team hosted 25 students from the Social Mobility Business Partnership to help them kick-off a career in business



Soho Beach House Miami helped the City of Miami in a beach clean-up during spring break



Our Support Office used 400 team volunteer hours to plant phase one of the Soho Farmhouse reforestation project



Soho Farmhouse donated 200 bicycles to people in need in Volta Region, Ghana



Soho Beach House Miami members joined the Green Haven Project in Overtown for a gardening day



# The Soho House Foundation

As a global community for creatives, we see the benefits of providing opportunities for diverse talent to flourish first-hand. That's why we founded The Soho House Foundation. An independent charitable entity established to fund and empower creatives worldwide, the Foundation uses an annual donation to provide grants to organisations doing brilliant work to help young people into the arts.

In 2023, our trustees chose four new charities to receive grants. Read on to hear more about the work of the organisations we supported.

The Soho House Foundation has now distributed more than \$275,000 through our grant programme, and to carefully selected charity partners to aid disaster relief in communities local to our Houses.

[Find out more](#)

The Soho House Foundation has been registered as a charitable incorporated organisation (CIO) since 1 June 2022: charity number 1199179.

# \$275,000

distributed to charity

# 8

charity partners supported via our annual grant programme

# 2

donations made to aid disaster relief: to the DEC Turkey-Syria Earthquake Appeal, and to The International Committee of the Red Cross Israel-Gaza Emergency Appeal



Illustration by Natalia Podpora,  
Soho Farmhouse mentee



# THE SOHO HOUSE FOUNDATION PARTNERS

## UD MUSIC, EAST LONDON

**Who they are:** London-based charity bringing communities together around Black music and Black music culture,  
**They say:** 'The funding has allowed us to diversify and expand the opportunities available to talented young people, enriching their experiences and nurturing their potential.'



## THE DINNER TABLE DOC, NEW YORK

**Who they are:** An educational charity that empowers and uplifts young women of colour by fostering leadership skills, reinforcing self-identity, and nurturing health and wellness.  
**They say:** 'This grant allowed us to host three days of events with 85 young people in Brooklyn.'



## LOUISIANA PHILHARMONIC ORCHESTRA, NEW ORLEANS

**Who they are:** Grammy award-winning American orchestra with a mission to provide transformative experiences for audiences of all ages across the New Orleans region.  
**They say:** 'Our education programmes are thriving, thanks to support from The Soho House Foundation.'



## ROOTS, BERLIN

**Who they are:** BIPOC advocates who host activities and projects that focus on the holistic wellbeing of the community.  
**They say:** 'The positive results we've seen show the empowerment that can be realised through creative community work.'





We want to make choices that have a positive impact on the planet, and make it easier for our members to live a sustainable life

# ENVIRONMENT



# CLIMATE ACTION

As a global business with both physical spaces and digital platforms, climate change poses a threat to the way our members around the world travel and connect with each other. Our members care about the planet, and we believe we have a responsibility to reduce the impact of our business on the environment – both to improve our member experience and to ensure the sustainable growth of Soho House for the future.

We saw a 5% reduction in Scope 1 & 2 emissions in 2023, largely due to electricity emission conversion factors decreasing on average, but energy efficiency measures were installed across a number of global sites, too.

Reporting of global Scope 1 & 2 emissions has been comprehensive and remains consistent in 2022 and 2023. Our data quality is improved in 2023, with more sites using actual data instead of needing to estimate using benchmarking from others. Scope 3 reporting has expanded in 2023 to include emissions from air and rail travel, hotel stays, employee commuting and homeworking, waste, water, freighting, and supply chain impact.

Meeting an aim set in our 2022 ESG report, we contacted suppliers that fell within the top 26% of spend. Of these, 5 suppliers, representing 9% of the top 80% of supplier spend, supplied data, which we're including in totals this year. We aim to continually improve this reporting.

Previously we had a goal to offset 100% of emissions from company travel. We are now reviewing our options to decrease a reliance on the carbon credit market by investing in insetting and funding our own projects. Moving forward we will set goals to reduce emissions from company travel alongside this work.

Total emission intensity in 2023 is 0.023 (tCO<sub>2</sub>e/sq ft)<sup>1</sup> a 38.96% increase from 2022 baseline, a direct result of new inclusion of Scope 3 emissions.

We're continually improving our data to better understand our impact so that we can start to make meaningful reductions across our operations, with a view to setting reduction pathways this year.

**Scope 1 emissions are direct greenhouse gas (GHG) emissions that occur from sources owned or controlled by Soho House (use of gas, heating oil, burning wood, refrigerants and vehicles).**

**Scope 2 emissions are indirect GHG emissions from the purchase of electricity and electric vehicles at our sites.**

**Scope 3 emissions are all other indirect emissions from our activities (travel, procurement, waste, water, and freight**

<sup>1</sup> Scope 1 and 2 carbon intensity is measured as tonnes of carbon dioxide equivalent emitted per square foot of operational space in our portfolio, (tCO<sub>2</sub>e/sq ft)

IN 2023

5%

reduction in Scope 1 and 2 emission intensity

9%

of suppliers tracked Scope 3 emissions

10%

of sites have on-site renewable energy sources

2030 GOALS

50%

reduction in Scope 1 and 2 carbon emissions

50%

reduction in Scope 3 carbon emissions

Reduce emissions from company travel



## Carbon reduction plan

In 2023, we audited our New York sites for energy efficiency. With Local Law 97 and its limitations on greenhouse gas emissions incoming, our aim is to use the recommendations of these reports where urgent changes are needed, with a view to using them as the blueprint for other Houses.

We have committed to a programme of upgrades on our original North America site, Soho House New York, following its 20th birthday year. These include installing kitchen demand control ventilation and upgrading to LED light bulbs. We're in the process of reviewing installation of a building management system, heat pumps and a new boiler system, and hope to begin making these changes in 2024.

In the UK, we are conducting audits on our sites as part of the Energy Savings Opportunity Scheme. Again, we aim to use these recommendations to begin improving energy efficiency across our wider portfolio.

Elsewhere, we saw energy reduction measures put in place at our Houses, restaurants, spas, and workspaces globally, with 13 sites transitioning to LED light bulbs, 12 sites introducing time setting controls and sensors to their lighting and heating systems, and eight sites upgrading energy infrastructure and

fittings, including double-glazed windows and upgraded AC units, and transitioning to central cooling systems and induction hobs. A number of sites are also using training to ensure systems are turned off when not in use.

We have on-site renewable energy sources at 10% of sites: Soho Farmhouse has a biomass energy hub system; Soho House Barcelona has air-source heat, and Soho House Rome and Soho Beach House Miami have solar panels. We are utilising these trial sites to inform our decarbonisation plans for the future.

## Switch to LED light bulbs

In New York, we made the switch to LED across all seven of our sites, replacing 16,370 light bulbs. These new bulbs have improved energy efficiency, have a longer life and are free from toxic materials, contributing to our sustainability goals. Our UK sites already have LED lighting, and we plan to review the rest of our North America properties in 2024.

## Rewilding at Soho Farmhouse

This project began in 2022, when we worked with design studio Tricoastal Scapes to rewild 19,375 sq ft of land at the site. In 2023, we added 2,000 bulbs as part of this ongoing project, which contributes to nationwide efforts to rewild land across the UK, helping to support natural biodiversity, improve soil, air, and water quality and absorb carbon.

## Global sustainability programme

In 2023, we started work to refresh the Soho Sustainability programme.

We appointed new ambassadors for 2024 and with updated training and guidance provided for all sites, reinforcing our commitment to sustainability at every operational level.

Sustainability Ambassadors, along with the continued support from site managers, play a pivotal role in implementing policies and fostering awareness among employees with regard to the company's climate goals and objectives. New sustainability training will also commence for all operational teams globally, with energy efficiency a key focus.

We are confident that by bolstering this programme we can make positive change on our environmental impact across emissions, waste and chemical, water, and plastic use.





## CASE STUDY: SOHO HOUSE PORTLAND

Opened in early 2024 after a thoughtful restoration, Soho House Portland's reuse of the city's historic Troy Laundry Company building utilises and extends the life cycle of the embodied carbon already invested in the original build.

The refurbishment sought to improve energy efficiency in the site, and included a historic window retrofit with conversion to insulated glass in place of single panes and a mechanical building system that optimises heating, cooling, and kitchen equipment to use.

The adaptive reuse of the building continues on the rooftop, which is inspired by classical Victorian greenhouses but designed with thermally broken window and door systems, which help maintain a constant temperature, as well as energy-efficient insulated glazing panels throughout. A fully automated lighting system regulates energy use across the club spaces, and there are a number of green roof areas, as well as planters for rainwater harvesting.





# REDUCE WASTE

We have set goals to reduce the amount of waste produced in our sites, to divert remaining waste from landfills, and to ditch disposables for long-life items.

We focused again on better data collection in 2023, with 90% of sites reporting non-food waste for that year (55% increase from 2022), and 55% of sites reporting food waste (9% increase). This big increase in data, alongside better waste segregation and tracking at the sites, means we'll be able to make meaningful year-on-year comparisons on the global portfolio next year.

The amount of waste diverted from landfill has increased by 15% from last year – again as a result of better waste separation and more visibility on our waste streams. Within this total we can also see the proportion being sent to incineration and want to ensure we continue to focus on waste reaching more environmentally-friendly disposal methods.

In 2022, we reported on 26 sites that were able to track and measure their waste. In order to give a like-for-like comparison on waste reduction, we're sharing data on the same sites in 2023. We saw a 36% decrease in non-food waste intensity in these sites – measured as kilogram by square foot of operational space – as a result of different efforts and approaches, including working with suppliers to receive less packaging and smarter ordering at some. There was a 4% decrease in food waste at these sites – measured at 15kg per 100 covers served – a result of initiatives such as menu engineering to use all parts of certain produce, and smarter portioning.

In order to improve our waste reduction globally, we conducted a waste audit at White City House, London, and commissioned a food-waste audit at Ludlow House, New York, with an aim to implement the recommendations across our sites.



IN 2023

36%

decrease in non-food waste intensity

4%

decrease in food waste intensity

62%

of total waste diverted from landfill

2030 GOALS

50%

reduction in food and non-food waste in our operations

80%

of all waste diverted from landfill

100%

of sites separating food waste



## RECYCLING OUR BEDSHEETS WITH PAPER FOUNDATION

Over the past year, as part of our 2030 goal to divert waste from landfill, we've been working closely with the Paper Foundation team to turn our Houses' out-of-use bedsheets into illustrated postcards. These are now available to members in our bedrooms globally.

Recycling out-of-use bedsheets is a way for us to promote circularity in our business, while also celebrating and supporting the heritage of British craftsmanship. We sent around 200kg of bed sheets from our UK Houses to Paper Foundation's handmade paper mill in England's Lake District – linens that, through wear and tear, would otherwise go to waste. Using techniques that date back centuries, those sheets were transformed into around 46,000 postcards, which were then printed with illustrations of our UK Houses by Soho House Chicago member, Angelo Dolojan.

Paper Foundation is based in Burneside, a mill village that has been home to a thriving paper making community since 1746. As well as its expertise in all things paper, the foundation is also a charitable organisation committed to advancing education, arts and heritage, for the local community and beyond.

[Watch the film](#)





# PROTECT OUR SURROUNDINGS

We have a responsibility to reduce the use of chemicals, water, and single-use plastics, and to protect biodiversity and ensure the sustainable design and build of our sites.

## Reducing single-use plastics

We have an ongoing programme to phase out single-use plastics at Soho House. Over the last five years, we have switched out plastics and disposables in our in-room amenity kits, removed plastic straws and eliminated micro-plastics from the robes in our bedrooms. In 2023, 62% of our sites found more ways to remove single-use plastics from their operations (following on from progress in 2022, with 92% of sites making improvements) and new solutions for everyday items were implemented both back and front of house.

## Chemicals

78% of sites were using EcoLab products in 2023, a decrease of 18% YoY due to new sites. We've addressed this by adding more environmentally-friendly suppliers globally, giving our sites better access to these products in their regions going forward.

## Water reduction

97% sites reported water usage (42% YoY) meaning we can start using 2023 as a baseline for reduction goals.

## Reducing water use in Barcelona

In response to the severe water shortage in the local region, we have put a number of water reduction initiatives in place at Soho House Barcelona. As well as implementing the new towel reuse programme, we installed water-saving airbags in the toilet tanks, checked all faucets for functioning aerators, added signs asking members to be mindful of their water use, implemented a new policy in the gym and spa to reduce towel use (resulting in a 12% reduction in the first month), and reduced water pressure by one bar. We will continue to monitor these initiatives – those that are successful we hope to roll out to other sites in high water stress areas.

Soho House has now funded twenty clean water projects through purchases of Life Water, providing clean water to people across India, Uganda and The Gambia.

## Towel reuse programme

At the end of 2023, we introduced a new towel reuse programme with the aim to reduce laundry, and therefore the emissions associated with utility consumption, and water and chemical use in our sites. We began with a trial in five Houses, with an opt-in rate of 15% so far – it's a really positive start as we look to roll this programme out globally.



IN 2023

78%

of sites using Ecolab products

62%

of sites implemented new ways to remove single-use plastics

20

clean water projects funded to date

2030 GOALS

Reduce use of environmentally harmful chemicals

Reduce use of single-use plastics

Reduce water use and fund essential clean water projects



# SOHO HOME

Soho Home is an interiors collection that includes furniture, lighting, and accessories created for and inspired by our Houses.

## Product testing

In 2023, our testing programme continued across both the Soho Home AW23 and SS24 collections to ensure our products are certified against our ethical sourcing policies.

## Carbon emissions

We also moved to a new warehouse. The site is built to BREEAM Outstanding specification for sustainability. It has a green energy tariff, air-source heat pumps, and roof-mounted PV solar panels. The move has already reduced our Scope 3 emissions for warehousing by 80%.

Last year, for the first time, we began tracking Scope 3 emissions across Soho House and related businesses – this included the emissions from the top 9% of Soho House suppliers by spend, and freight data from Soho Home.

## Charity partnerships

We continued our partnership with Furnishing Futures, an organisation that creates healing

homes for women and children escaping domestic abuse who are placed in empty social housing. Throughout the year, we provide donations from Soho Home that go directly to those in need.

In 2023, our partnership saved 36,000kg of CO2 by diverting products including sofas, armchairs, ottomans, bedside cabinets, lighting and blankets – as well as a number of smaller items – from landfill. Donated Soho Home pieces were used to refurbish a women’s refuge in east London that supports 14 women and 19 children, and was led by Furniture Futures ambassador and interior designer Rebecca Wakefield.

Soho Home furnishings and accessories also supported 12 additional families – including 25 children – with their new homes, and our team volunteered at the Furnishing Futures summer warehouse sale, raising £20,000 for the charity’s ongoing work. In addition, our UK retail team volunteered with The Felix Project and Choose Love, and we donated products to Connections for Abused Women and their Children (CAWC) and Project Beauty Share in the US.



A bedroom decorated by Furnishing Futures

IN 2023

80%

reduction in Scope 3 emissions from our UK warehouse

26

families supported through donations to Furnishing Futures

‘I’d lost hope and felt worried about coming back to this empty space with a newborn baby. You made me feel reassured. I instantly felt a sense of relief like a weight had been lifted off my shoulders, but nothing could really prepare me for the transformation that was to come from your team. You turned my empty, scary space into a home for me and my child.’

*Furnishing Futures beneficiary*



## OUR BRANDS

Soho House & Co Inc. is made up of our global Soho Houses, Soho Works, and interiors and lifestyle retail brand Soho Home, as well as our wider portfolio. This includes The Ned in London, New York and Doha, and The LINE and Saguaro hotels in North America, each of which is developing tailored strategies and programmes for its brand to align with Soho House’s ESG goals and objectives.

Since last year, we have improved our data collection and are able to independently track the Scope 1 and 2 emissions of our wider portfolio. We still have more data to collect and hope to continue making improvements in our reporting.



The Ned is a hotel and members’ club with locations in London, New York, and Doha, and prides itself on seeking to do the right thing in every aspect of its business.

In May 2023, The Ned Doha began the process of acquiring Leadership in Energy and Environmental Design (LEED) certification, a global green building certification programme.

### Reduce waste

In London, The Ned aims to send zero waste to landfill: food, cardboard and glass are all recycled, and remaining waste is incinerated at a local plant that produces power for local homes. Waste segregation and recycling are implemented for all cardboard, plastic, and cooking oils at The Ned Doha, and the property replaced paper menus with digital menus across all outlets in 2023. The Ned NoMad recycles cardboard materials and cooking oils, and is in the process of fitting air conditioning vents with electrostatic filters to eliminate waste.

### Reducing energy consumption

The Ned NoMad recently recalibrated its building management system (BMS) for more efficient power usage and to abide by New York City’s mandatory emission reduction laws, which benchmark water, power, and gas emissions. The Ned Doha is also working to

control energy use via a BMS, which ensures usage is tailored to operational requirements. The Ned London upgraded all fluorescent lighting to LED to improve efficiency.

### Remove single-use plastic

Since 2019, The Ned London has reduced the number of single-use plastics included in its bedrooms amenities by exchanging plastics for rice paper packaging or compostable alternatives. The Ned Doha and The Ned NoMad also use wooden products for all guest toiletry amenities and replaced plastic takeaway cups and with paper cups. In-room plastic water bottles have been replaced with either reusable glass or aluminium bottles. The Ned Doha has also transitioned from plastic bottles to glass bottles in both its guest rooms and restaurants.

### Community outreach

In 2023, The Ned NoMad partnered with charity organisation Bottomless Closet to distribute all discarded linens to shelters across New York City. The Ned London had charitable partnerships with StreetSmart, SleepSmart, Switchboard, Women for Women International, The Greener Earth Project, and City Giving Day. The Ned Doha partnered with a charity organisation in Qatar and supported blood donation at the local hospital.

[Find out more](#)



The LINE and Saguaro hotels are creative communities that bring together the best emerging talent in design, food and beverage, and arts and culture. Responsive to their location, each LINE and Saguaro hotel is a unique destination for collaboration, travel, and discovery.

In 2023, both The LINE and Saguaro used Ecolab cleaning solutions – which optimise water and energy usage while maintaining the highest standards of sanitation – across 100% of sites.

The sites also focused on water-use efficiency programmes and donating remaining compost to a local company to use as fertiliser. Recycling rates improved from 33% in 2022 to 60% in 2023, and support the recycling of paper, cardboard, plastic, and electronic waste.

[The LINE](#), [Saguaro](#)





Our business ethics, policies, and training

# GOVERNANCE



Since founding Soho House in 1995, we have worked to build a global membership platform that is based on integrity, honesty, and fairness. In hand with our members, we are committed to playing our part in addressing the social, environmental, and ethical challenges that exist wherever we operate. These values guide the decisions we make and are integral to our vision for the future of Soho House & Co Inc.

House Foundations and our ESG strategy are led and championed by our CEO, chief financial officer, the Soho House & Co Inc. Board and leadership team.

The Soho House & Co Inc. Board has oversight of ESG matters via the audit committee, who review climate-related risks and opportunities, and the wider ESG strategy. Andrew Carnie, CEO, is the board member and director with responsibility for the ESG strategy and performance of the business.

Our internal House Foundations team, supported by expert external advisors (The Sustainability Group), aims to integrate social, environmental, and ethical practices into the running of our business to create long-term value for our members, teams, partners, and stakeholders.

At an operational level, each House has Sustainability Ambassadors. They have primary responsibility for the implementation of policies, and awareness of the goals and objectives set by the company among employees.

The Sustainability Ambassadors, with relevant support from site managers, enable us to deliver on the goals set.

### Board composition

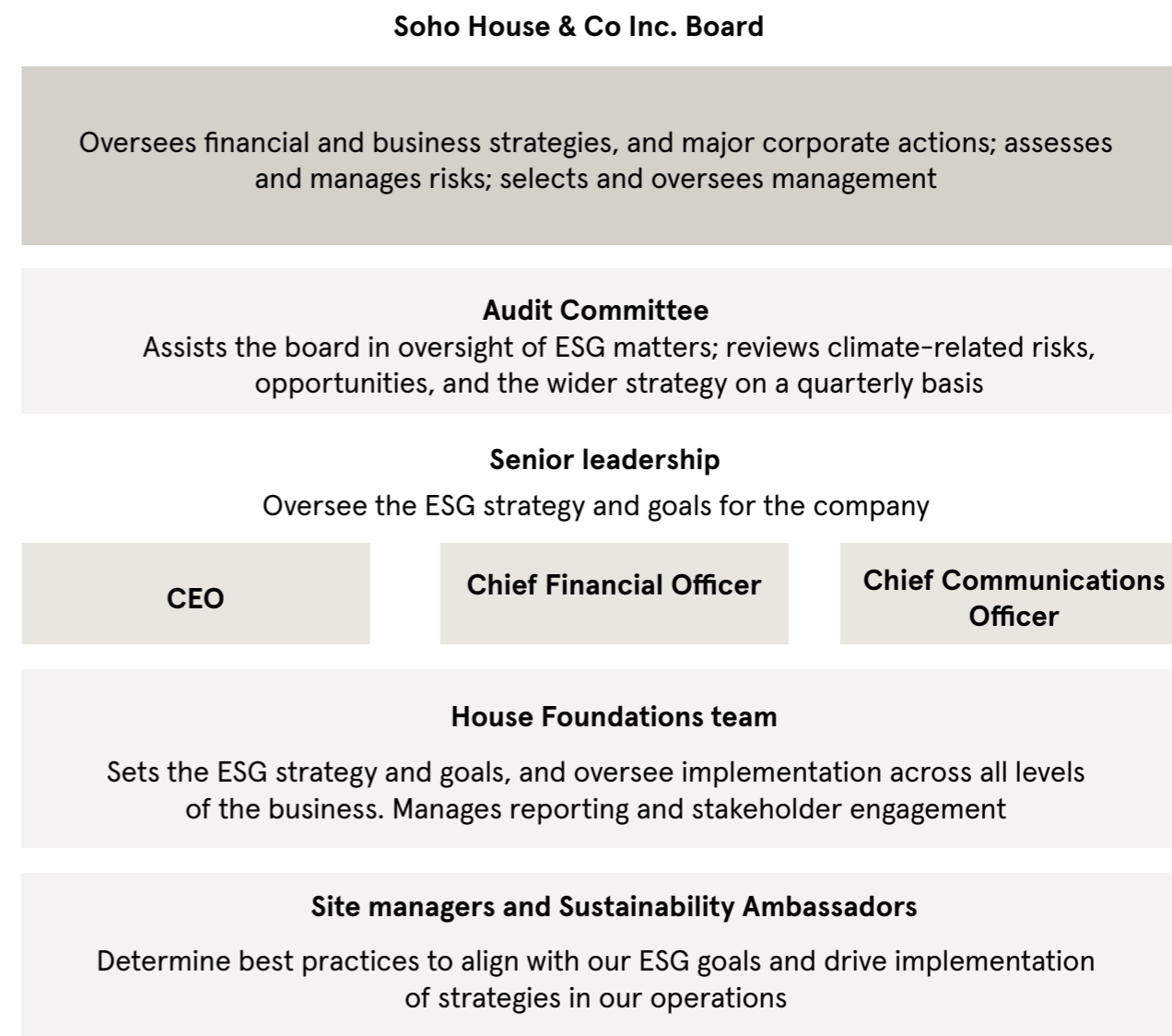
The Soho House & Co Inc. Board provides oversight of and strategic guidance to senior management of Soho House & Co Inc. The board has at least four regular meetings each year, and the committee structure consists of an audit committee, a compensation committee, nominating and corporate governance committee, culture committee, and an innovation, digital and content committee.

In 2024 the Soho House & Co Inc. Board consists of 15 members, the majority of whom are independent directors, based on the independence standards set forth in the listing rules of the NYSE. The audit committee, nominating and corporate governance committee, culture committee, and innovation, digital and content committee are made up entirely of independent directors. The majority of the compensation committee are independent directors.

We believe our board is composed of a diverse group of individuals with sophistication and experience in many substantive areas that impact our business. We believe that all of our current board members possess the professional and personal qualifications necessary for service.

More on the Soho House & Co Inc. Board composition is [here](#).

## ESG GOVERNANCE STRUCTURE



## Risk management

In early 2023, we conducted an in-depth ESG risk assessment to determine the sustainability and climate risks and opportunities for our business, and to ensure we have the right strategy in place to reach our 2030 goals to reduce the impact of our operations on the climate, environment and the communities around us. Our risk management considers internal and external assessment of emerging risks and legislation.

The audit committee assists the board in overseeing risk through regular review of our accounting, reporting and financial practices, as well as ESG matters.

## Ethical business

Across our organisation, we are committed to maintaining the highest standards of business conduct and ethics. Soho House & Co Inc.'s Code of Business Conduct and Ethics policy (Code) reflects the business practices and principles of behaviour that support this commitment and ownership and oversight of this sits with the board. We expect every employee, officer and director to read and understand the Code and its application to the performance of their business responsibilities. We expect the highest standards of integrity and conduct from our employees in all matters concerning the operation of the business.

We ask that they do not place themselves in any position where their responsibilities as an employee might conflict with any private business interests and to confirm that they comply with our Code, set out [here](#).

## Supplier and partner code of conduct, ethical sourcing policy

Soho House & Co Inc. is committed to ensuring that work conditions in its supply chain are safe; that workers are treated with respect and dignity; that manufacturing and sale processes are ethically and environmentally responsible; and that the conduct of its business is based on principles of integrity, honesty and fairness. Our Supplier Code of Conduct is [here](#).

## Modern slavery

Soho House & Co Inc. utilises a wide range of suppliers to assist in the running of our Houses, work spaces, spa facilities and retail services, as well as for office support functions, including but not limited to IT, finance, marketing, design, and people and development. We are committed to ensuring that there is no slavery or human trafficking in any part of our business or supply chain and have created a series of processes to facilitate this commitment.

It is the responsibility of all employees to prevent, detect and report slavery and human trafficking. We ask all employees procuring goods or services, or managing a project, to ensure our Anti-Slavery Policy is followed.

Our Modern Slavery Policy is [here](#).

## Data privacy and cybersecurity

Since we were founded as a group of private members' clubs, we take the privacy and protection of data seriously. We process personal data from our members, customers, and teams, and have clear policies in place to provide information on what personal data we collect, how it is used, the lawful basis on which personal data is processed, and what

rights are under the applicable global data protection and privacy laws, including the General Data Protection Regulation (GDPR), which became applicable to us as of 25 May 2018.

We operate a range of technologies, management controls, and training that is designed to prevent, detect and contain any data security issues. Specialist resources supported by retained third parties manage any such issues as they arise. Our Privacy Policy is [here](#).

## Tax strategy

Soho House & Co Inc.'s UK tax principles are aligned with our commitment to act with integrity in all business relationships. [Read more](#).

## Let Us Know

We have an internal 'Let Us Know' tool to enable team members to anonymously disclose information to senior leaders in our People and Legal departments. Let Us Know is vital to maintaining the wellbeing, safety and continued positive growth of our workplace.

## Way of Living

This policy clarifies what we expect from members, and it is our expectation that all of them globally engage with this. We hold members accountable and review their behaviour when issues are reported to ensure a more inclusive and safe space for all. Read more [here](#).

## Worker's Rights

As a global business spanning multiple industries, our business activities contribute to the working conditions

of thousands of people, not only directly employed by Soho House & Co Inc. but also those working with and for our suppliers and partners, and their subsequent value chain. Our commitment to ensuring workers' rights are enforced to a high standard are supported and reinforced by:

- [Modern Slavery Policy](#)
- [Supplier Code of Conduct](#)
- [Gender Pay Gap](#)

## Anti-harassment and anti-discrimination

Soho House & Co Inc. does not tolerate racism, discrimination, unlawful harassment, dishonesty, violence or bullying of any kind.

We enforce a zero-tolerance approach by actively opposing prejudice and discrimination, which helps us to proactively manage allegations and confirmed cases of such instances. The aim of this zero-tolerance approach is to call in behaviour where we can educate and unite, and to call out behaviour where the unacceptable actions of individuals end our working relationship.

Harassment is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. This conduct, whether by a member, guest or team member, is never acceptable at Soho House & Co Inc. If it is connected to a protected characteristic (age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation) it is also unlawful. We are committed to providing protection over and above that required by local laws, including protecting gender identity.



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# ABOUT THIS REPORT

This report contains information about Soho House's Environmental, Social and Governance (ESG) strategy and progress. It has been prepared in accordance with the FuturePlus framework and includes the recommendations of the Sustainability Accounting Standards Board (SASB) and the Task Force on Climate-Related Financial Disclosures (TCFD).

FuturePlus is one of the most comprehensive ESG and sustainability measurement and management platforms available. It ensures that companies are benchmarked against industry best practices, regulatory requirements and taxonomies. Our business and ESG goals were assessed by FuturePlus against the recognised sustainability and ESG reporting standards in the territories in which we operate.

FuturePlus also allows us to report our progress against the UN Sustainable Development Goals (UN SDGs), a blueprint to achieve a better and more sustainable future for all. In this report, we state which of the 17 goals our efforts are related to.

Our ESG report aims to provide an overarching view of Soho House & Co Inc.'s commitments, with a focus on Soho House and related brands (Soho Home, Soho Works, Cowshed, Scorpions and our restaurants). Other brands in Soho House & Co Inc.'s portfolio, The Ned, The LINE and Saguaro are in the process of developing tailored strategies and programmes to align with

the ESG goals and objectives of Soho House. In this report, we have included data on their ESG impacts while they continue to define their own strategies to address priorities specific to their business models.

Beyond our annual ESG report, we aim to keep our members, teams and stakeholders updated on House Foundations in the Houses and on our platforms: sohouse.com, the Soho House app and on social media.

Data in this report refers to data for the year ending 31 December 2023 for Soho House, unless stated otherwise. Comparative data refers to data for the year ending 31 December 2023 relative to data for the year ending 31 December 2022, unless stated otherwise.

Data was gathered through an ongoing programme with our global sites. Information contained in this report is externally validated using our expert third-party partners, The Sustainability Group.





<sup>1</sup> Data quality is enhanced in 2023 in comparison to 2022, with more properties using actual data, instead of needing to estimate using benchmarking from other properties. Scope 3 reporting has expanded in 2023 to include emissions from air and rail travel, and hotels stays, employee commuting and homeworking, waste, water, freighting, and supply chain impact - contributing to an increase in emissions reported.

<sup>2</sup> The 2021 and 2022 total emissions are inclusive of Scope 1 and 2 emissions, as well as a small proportion of Scope 3 emissions. The Scope 3 emissions reported are related to Category 3: fuel and energy-related activities not included in Scope 1/ Scope 2.

## OUR DATA

Data in this report refers to the year ending 31 December 2023 for Soho House, unless stated otherwise. This report covers 70 global sites, inclusive of operational sites, our support offices, staff accommodation and Soho School.

Where multiple business outlets occupy one site and share utilities (e.g. electricity supply, waste management), they are counted as one.

## PEOPLE

		2023	2022	2021
<b>Creative access</b>	Number of new creative access members as a % of forecast Soho House membership intake	2.8%	2%	1.5%
	Projects funded for emerging talent	2	23	10
<b>Diversity, equity and inclusion</b>	% of senior leaders who identify as women	21%	23%	35%
	% of senior leaders who identify as ethnically diverse	37%	32%	31%
	Total number of employees	7,990	7,866	5,989
	% addressable spend allocated to diverse-owned or led suppliers	2.8%	2.4%	1%
<b>Team wellbeing and development</b>	Number of people enrolled in Soho Apprenticeship	62	0	30
<b>Soho Give</b>	Total value of charitable donations (funds, gifts-in-kind)	\$2,095,128	\$2,859,829	\$2,492,802
	Total number of charitable partners	128	188	93
	% of sites participating in food donation programmes	21%	49%	28%

## ENVIRONMENT

We're now using 2022 as a baseline for all environmental data, due to the impacts of Covid-19 on previous reporting periods and the increase in reporting sites

<b>Climate action</b>	Total GHG emissions tCO <sub>2</sub> e	59,345.37 <sup>1,2</sup>	40,841.15 <sup>2</sup>
	Carbon intensity: tCO <sub>2</sub> e per square foot of operational space	0.0225	0.0162
	Scope 1 emissions tCO <sub>2</sub> e	10,562.97	10,502
	Scope 2 emissions tCO <sub>2</sub> e	25,516.72	25,859.61
	Scope 1 energy consumption (in kWh)	50,697,163	42,164,718
	Scope 2 energy consumption (in kWh)	72,896,225	60,906,816
	Scope 3 emissions tCO <sub>2</sub> e	23,265.68	

<sup>1</sup> This year we're reporting against total waste generated (instead of only sites enabled to track waste) and 2022 figures have been updated to reflect this

<sup>2</sup> Data representative of the 97% sites that reported their water usage

<sup>3</sup> In our top 80% of suppliers by spend. We don't re-audit this group annually, but have audited newly-onboarded suppliers

		2023	2022
<b>Reduce waste</b>	Total weight waste generated, in kg	11,415,029	9,287,298 <sup>1</sup>
	Non-food waste intensity measured as kg by square foot of operational space	3.7854	7.3004
	% of sites with recycling programmes in place	91%	97%
	% of waste diverted from landfill	62%	47% <sup>1</sup>
	Total weight of food waste generated, in kg	1,615,910	1,145,822
	Food waste intensity measured as kg per 100 covers served	20.000	18.395
	% of sites enabled to separate food waste in order to divert from landfills	79%	93%
	<b>Protect our surroundings</b>	% of sites using ecofriendly cleaning products	90%
Total water consumed in thousand cubic metres (m <sup>3</sup> )		1718.49 <sup>2</sup>	502.73
<b>Source ethically</b>	% suppliers audited on adherence to Supplier Code of Conduct	100%	100%

## POLICIES

[Responsible Environmental Management statement](#)

[Responsible Sourcing statement](#)

[Supplier Code of Conduct](#)

[Climate Change Mitigation and Adaptation policy](#)

[Modern Slavery statement](#)



1 Data representative of the 97% sites that reported their water usage

2 Refined to sites with bedrooms only this year (out of a total of 35)

3 Numbers adjusted to reflect different assessment tool used this year. We have only included locations with a High or Very High degree of risk for locations outside the UK and US

## SASB

The Sustainability Accounting Standards Board (SASB) enables us to provide industry-based sustainability disclosures about risks and opportunities that affect our business, in order to share consistent and comparable sustainability reporting.

To evaluate all areas of Soho House, including Soho Works, Soho Home and our public restaurants, we considered SASB's Hotels & Lodging, Restaurants and Multiline and Speciality Retailers & Distributors standards.

## HOTELS & LODGINGS

	SASB code	Unit of measure	2023	2022
<b>Energy management</b>	<b>SV-HL-130a.1</b>	Total energy consumed, in gigajoules	445,029.01	371,057.24
		% grid electricity	99.96%	100%
		% renewable	0.04%	0%
<b>Water management</b>	<b>SV-HL-140a.1</b>	Total water withdrawn, in thousand cubic metres	1,718.49 <sup>1</sup>	502.73
		Total water consumed	1,718.49 <sup>1</sup>	502.73
		% in regions with High or Extremely High Baseline Water Stress	74%	73%
	<b>FB-NB-140a.2</b>	Description of water management risks and discussion of strategies and practices to mitigate those risks	Included in 2023 ESG risk assessment, we have identified mitigating factors: local water restrictions, water efficiency audits, sub-metering	
<b>Ecological impacts</b>	<b>SV-HL-160a.1</b>	Number of lodging facilities located in or near areas of protected conservation status or endangered species habitat	33 <sup>2</sup>	38
		Description of environmental management policies and practices to preserve ecosystem services	<a href="#">Soho House Responsible Environmental Management statement</a>	
<b>Climate change adaptation</b>	<b>SV-HL-450a.1</b>	Number of lodging facilities located in 100-year flood zones	5 <sup>3</sup>	5



	SASB code	Unit of measure	2023	2022
<b>Labour practices</b>	<b>SV-HL-310a.4</b>	Description of policies and programmes to prevent worker harassment		
			Soho House & Co Inc. does not tolerate racism, discrimination, unlawful harassment, dishonesty, violence or bullying of any kind. We enforce a zero-tolerance approach through our anti-harassment policy, by actively opposing prejudice and discrimination, which helps us to proactively manage allegations and confirmed cases of such instances. We are committed to providing protection over and above that required by local laws, including protecting gender identity.	

## RESTAURANTS

<b>Waste management</b>	<b>FB-RN-150a.1</b>	Total amount of waste generated, in metric tonnes	11,415.03	9,334.3
		% food waste	14%	12%
		% diverted from landfills	62%	47%

**Supply chain management and sourcing** **FB-RN-430a.1** Discussion of strategy to manage environmental and social risks within the supply chain, including animal welfare

We are committed to integrating leading environmental and social practices into our supply chain and partnering with like-minded suppliers. We aim to reduce the negative environmental and social impact of our business activities by focusing on sustainable and responsible sourcing.

Many of the products that are sourced by Soho House have ethical, social, and environmental concerns, from textiles and timber to seafood, cocoa, coffee, tea, sugar, palm oil and more. Our Responsible Sourcing statement sets out our commitment to ensure that items procured are of the best ethical and sustainable standards.

We take a strategic and regularly reviewed approach to managing the environmental and social risks associated with our supply chain, recognising that these risks may range from modern slavery to the high carbon footprint of air freighted goods, to the negative environmental impacts of harvesting materials.

Our suppliers and partners are key to helping us deliver spaces and products that make living a creative life sustainable and inclusive. Our supplier assessment and audit process, alongside our Supplier Code of Conduct and Modern Slavery statement, is intended to ensure that diversity, equity, inclusion, environmental impact, animal welfare, community engagement, and workers' rights are key considerations when sourcing products for Soho House.

We engage with suppliers who align with our values to provide goods and services that can progress our commitment to these core pillars while delivering the best value for Soho House and our members.



## MULTILINE AND SPECIALITY RETAILERS & DISTRIBUTORS

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<b>Data security</b>	<b>CG-MR-230a.1</b>	Description of approach to identifying and addressing data security risks	We operate a range of technologies, management controls, and training designed to prevent, detect, and contain any data security issues. Specialist resources supported by retained third parties manage any such issues as they arise.
<b>Waste management</b>	<b>CG-MR-410a.2</b>	Discussion of processes to assess and manage risks, and/or hazards associated with chemicals in products	Soho House has robust processes in place, taking a hazard-based approach to chemical management. We carry out audits of our suppliers to assess compliance with applicable chemical regulations, and we use the Sedex data platform for supply chain sustainability assessment. Our products are compliant with Proposition 65; REACH and UK REACH; and CLP Regulation, and undergo food contact testing where appropriate. Our SGS environmental health and safety testing manuals and breakdown of chemical compliance are available <a href="#">here</a> .



## GOVERNANCE

Since the release of Soho House’s FY22 CFD report we have scaled up our climate strategy and the initiatives that were originally proposed. This includes the roll out of our House audit programme in both the USA and the UK, and energy efficiency project case studies for Soho House New York and Portland. New globally adopted schemes have also been introduced. We have developed our climate-related risk management process, which has evolved from identifying risks, to prioritising those risks that meet the relevant criteria and our response actions. The trajectory we set with our targets and metrics in 2022 remains the same, which we have assessed our year-on-year progress against in 2023.

### a) Board oversight

We use our corporate structures to effectively ensure governance of strategy and related targets. This begins with the board of directors. Andrew Carnie, CEO, remains as our board member and director with ultimate responsibility for the ESG strategy and as the final overseer for the performance of the business. Last year (2023) was the first time a CFD report was presented to the audit committee. The Soho House & Co Inc. audit committee, made up of three independent board directors, assists the board with oversight of ESG matters, with consideration of climate-related risks and opportunities, ensuring that climate governance is fully included in our corporate governance.

### b) Management’s role in assessing and managing climate-related risks and opportunities

The committee delegates responsibility to the House Foundations team, which manages the overall climate-related risks and opportunities process. In the same manner as last year, House Foundations leads and is responsible for day-to-day management of the Soho House climate plan, as well as our social impact and sustainability programme, and collaborates closely with site managers to ensure alignment with the company’s overarching objectives. This entails comprehensive oversight of initiatives aimed at mitigating environmental impact and climate-related risks, as well as enhancing sustainability practices throughout our business operations. We are proud to refresh our Sustainability Ambassador programme for 2024, with training and guidance provided globally to support our 2030 goals.

## STRATEGY

Building upon the foundation laid in the previous year’s CFD report, our climate strategy remains anchored in three core pillars, all of which are crucial to reducing our current environmental impact and driving resilience across our operations through a clear roadmap. Each of these pillars has initiatives and projects that are trialled across the Houses, with a sample at a regional or site-level, to help us understand cost and effectiveness along with staff and client responses, before being rolled out at a global scale. Through this we gain invaluable insight into the feasibility of these initiatives. The three pillars are:

GHG emissions reduction

Climate resilience

Brand value

## CFD

We have continued to use the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD) – recently incorporated into International Sustainability Standards Board’s (ISSB) IFRS S2 framework – as our primary climate disclosure for investors, stakeholders, suppliers, and customers. We believe the TCFD framework, now CFD, provides the most robust and appropriate disclosure mechanism for our business, following careful consideration of the multiple frameworks and disclosure regulations that are available.

We have shared an overview of our CFD disclosure in the following pages, and the full report is [here](#).





## GHG REDUCTION

Some initiatives have started to be applied at a global scale. In 2023, we launched a towel reuse trial across four Houses: White City, Berlin, New York, and Mumbai. The initiative is designed to reduce our laundry use frequency, with an aim to reduce our emissions from utility consumption, as well as water and chemical use. So far, we have encountered no marked challenges in the adoption of this programme by both Houses and members. As a result, we plan to launch the policy globally in 2024. Since the trial was implemented, we have monitored the average reduction in washes per room for White City House, London, and seen a 5% reduction in towel washes and 12% reduction in hand towels. We saw an average room opt-in rate of 15% across the international sites. These results have led us to already extend this programme to more applicable sites, where regions are at risk of water scarcity, including Soho House Barcelona.

## CLIMATE RESILIENCE

The geographical spread of our sites exposes us to the significant challenges that the changing global climate brings to our operations and the communities we are in. As such, our strategy places climate resilience as a key pillar of our wider climate strategy, to ensure that we can continue to offer the best member experience and grow sustainably. Climate resilience for our business is based upon a model of operations that reduces our reliance and demand upon resources sourced from at-risk locations, while ensuring our ability to deliver high quality services.

## BRAND VALUE

Our brand remains one of our strongest assets with international recognition and a loyal member base. Our climate strategy is informed by our commercial purpose, and the centrality of our brand and its value to our commercial success. By placing emphasis on brand value, we ensure that all stakeholders involved are informed and aligned with our climate objectives. Our aspiration is to emerge amongst the frontrunners in sustainability within our sector, achieving this by consistently delivering tangible results and demonstrating the value of our efforts in mitigating climate impact across our global operations.

### **a) Identified climate-related risks and opportunities over short-, medium- and long-term horizons**

We have divided our risks and opportunities in line with the recommendations of TCFD/IFRS S2 and their relevance to our operations. Similarly to last year, where financial implications can be reasonably assessed they have been, with those that cannot be reasonably estimated requiring further quantitative analysis to generate adequate estimations. Updates to financial estimations of identified risks and opportunities will be provided in subsequent annual CFD and ESG reports. The projection of potential financial impacts has been undertaken to manage both risk and opportunity where impact can be reasonably quantified but are not yet fully reflected in our current financial projections and budgets. Where risks and opportunities have not yet been quantified, these are expected to be assessed in tandem with the decarbonisation pathway development plan and associated benefits.

### **b) The actual and potential impacts of climate-related risks and opportunities on the organisation's business strategy and financial planning**

See matrix in full report [here](#).

### **c) Resilience strategy, including impact of different climate-related scenarios**

Soho House has investigated using climate scenario analysis to further examine and prioritise the potential risks and opportunities associated with possible transition pathways. We are exploring scenario analysis as a high-level tool to assess potential impacts on our assets and operations across various regions. By adopting this methodology, Soho House aims to eventually identify and understand the range of validated climate scenarios and their corresponding financial implications, allowing for more informed commercial decision-making than simply using a risk management tool to assess climate reliance. We are planning to analyse two of IPCC's RCP scenarios, one being RCP 2.6: 1.5°C – 2°C (Stringent Pathway) and the other being RCP 3.4: 2°C – 2.4°C (Pathway with Climate measures).



## RISK MANAGEMENT

In FY23 our risk management strategy commenced with a standard internal evaluation of transition risks and opportunities by the House Foundations team and sustainability advisors, The Sustainability Group.

### a) Processes for identifying and assessing climate-related risks

We have continued to build on the existing Soho House risk and opportunity matrix, which receives review by the audit committee. The matrices are supported by improved climate-related operational data to assess timeframes and risk levels, as well as developing financial impact assessments to comprehend what is material and relevant to us. Where a risk is graded as low or not applicable this will remain under continual review.

Any identified risk and opportunity calculations are being assessed in tandem with the decarbonisation pathway development plan and associated benefits.

### b) Processes for managing climate-related risks

We expanded and introduced a range of actions and trials in our Houses to reduce our environmental impact through the ongoing implementation of energy efficiency and improved resource use. Opportunities suggested in our 2022 CFD report have begun to be capitalised on, and new actions were proposed and/or implemented in 2023 that remain in close alignment with our climate strategy and key pillars. The list of actions is in the full report and includes audits, emissions reduction measures, LED light installation, a towel reuse programme, material use reduction and onsite renewables.

### c) Managing climate-related risks compared to the organisation's overall risk management

Our transition strategy and climate-related risks are addressed independently within our annual reporting framework. It is worth noting that while we do not maintain a comprehensive company-wide risk register, these considerations are diligently managed and reported on. For instance, we disclose climate-related risks alongside other business risks to our shareholders through our [10-K report](#). This encompasses various climate-related risks, including physical impacts, as well as factors such as fuel and transport expenses, potential regulatory changes increasing energy costs, and disruptions in food production or transportation.

## METRICS AND TARGETS

### a) Metrics used to assess climate-related risks and opportunities in line with its strategy and risk management process

Reporting of global Scope 1 & 2 emissions has been comprehensive and remains consistent in 2022 and 2023. The data quality is enhanced in 2023 in comparison to 2022, with more properties using actual data, instead of needing to estimate using benchmarking from other properties. Scope 3 reporting has expanded in 2023 to include emissions from air and rail travel, hotel stays, employee commuting and homeworking, waste, water, freighting, and supply-chain impact.

### b) Scope 1, 2 and Scope 3 greenhouse gas (GHG) emissions

For 2023, we have been able to report Scope 1, Scope 2 and Scope 3 impacts across Soho House and associated brands (Soho Works, Soho Home, our restaurants), as below.

Division	Scope 1 (tCO2e)	Scope 2 (tCO2e)	Scope 3 (tCO2e)	All Scopes (tCO2e)	Floor area (sqft)	tCO2e /sqft
House	10,381.24	24,005.67	22,572.10	56,959.01	2,410,562	0.0236
Home	0.00	50.52	16.90	67.42	24,557	0.0027
Works	181.73	1,460.54	676.67	2,318.94	201,037	0.0115
All Divisions	10,562.97	25,516.72	23,265.68	59,345.37	2,636,156	0.0225

Year-on-year reporting shown below.

Global Soho House, Soho Home, Soho Works			
Total Sq.Ft	2022	2023	YOY % Change
Sq.Ft	2,516,923	2,636,156	+4.74%
Total Emissions	2022	2023	YOY % Change
tCO2e	42,075.73	59,345.37	+41.04%
tCO2e/Sq.Ft	0.0167	0.0225	+34.80%
Scope 1&2	2022	2023	YOY % Change
tCO2e	36,539.62	36,079.69	-0.77%
tCO2e/Sq.Ft	0.0144	0.0137	-5.26%



# FORWARD-LOOKING STATEMENTS

This presentation contains forward-looking statements that are based on management's beliefs and assumptions and on information that is currently available to management. In some cases, you can identify forward-looking statements by the following words: 'may', 'will', 'could', 'would', 'should', 'expect', 'intend', 'plan', 'anticipate', 'believe', 'estimate', 'predict', 'project', 'potential', 'continue', 'ongoing', 'targeting', or the negative of these terms or other comparable terminology, although not all forward-looking statements contain these words.

These statements involve risks, uncertainties and other factors that may cause actual results, levels of activity, performance or achievements to be materially different from the information expressed or implied by these forward-looking statements. Although we believe that we have a reasonable basis for each forward-looking statement that is contained in this presentation, we caution you that these statements are based on a combination of facts and factors currently known by us and our projections of the future, about which we cannot be certain.

These assumptions and our future performance results involve risks and uncertainties (many of which are beyond our control). As a result of these risks, we cannot assure you that the forward-looking statements in this presentation will prove to be accurate. Furthermore, if the forward-looking statements prove to be inaccurate, the inaccuracy may be material. In light of the significant uncertainties in these forward-looking statements, you should not regard these statements as a representation or warranty by us or any other person that we will achieve our objectives and plans in any specified time frame, or at all. We undertake no obligation to publicly update any forward-looking statements, whether as a result of new information, future events or otherwise, except as required by law. You should evaluate all forward-looking statements made in this presentation in the context of the risks and uncertainties disclosed in our filings with the Securities and Exchange Commission (SEC). All of the Company's SEC filings are available online at [sec.gov](http://sec.gov), [sohohouseco.com](http://sohohouseco.com), or upon request from Soho House & Co Inc. The forward-looking statements included in this presentation are made only as of the date hereof. The Company undertakes no obligation to publicly update or revise any forward-looking statement as a result of new information, future events or otherwise, except as otherwise required by law.

Market data and industry information used throughout this presentation are based on management's knowledge of the industry and the good faith estimates of management thereof. We also relied, to the extent available, upon management's review of independent industry surveys and publications, and other publicly available information prepared by a number of third-party sources. All of the market data and industry information used in this presentation involves a number of assumptions and limitations, and you are cautioned not to give undue weight to such estimates. Although we believe that these sources are reliable as of their respective dates, we cannot guarantee the accuracy or completeness of this information, and we have not independently verified this information. Projections, assumptions and estimates of our future performance and the future performance of the industry in which we operate are necessarily subject to a high degree of uncertainty and risk due to a variety of factors. These and other factors could cause results to differ materially from those expressed in our estimates and beliefs and in the estimates prepared by independent parties.