

{10-11}  
CARLTON  
HOUSE  
TERRACE

# Our Values & EDI Manifesto





# Our Mission

## WHAT WE DO

With a combined 25 years working at the venue and more than 44 years of experience within the industry, there is little our team do not already know about hosting successful events!

Conferences, weddings, drinks receptions, product launches – you name it. They know the venue inside and out, so when you choose to come to {10-11} Carlton House Terrace you will always be in the safest of hands.

The goal of the team is to deliver above and beyond client expectations and to embody great customer service and professional event delivery by employing our core values and living and breathing our EDI manifesto.

# Our Core Values

WHAT WE WANT TO EMBODY IN OUR ACTIONS

1

Respect

4

Empathy

2

Transparency

5

Inclusivity

3

Problem-solving

# Our EDI Statement

Diversity, equity, and inclusion is an incredibly important responsibility to the team at {10-11} Carlton House Terrace. We place high value on the unique relationships we have with our clients, suppliers, and the diverse communities that we serve. We recognise that as an historic venue, we have previously had barriers to access, and although unintentional, our previous activity is likely to have been impacted by biases and structural bias that exist organisationally, within the industry and in wider society. Therefore, we are committed to breaking down those barriers to entry and delivering a better service and environment for our staff, clients, and suppliers. We strive for fairness by understanding and celebrating differences as well as creating a sense of belonging – for everyone. Utilising our influence by creating opportunities to ensure we are open to a wider audience and more communities.

We recognise as a team of event and hospitality professionals who inhabit a prestigious central London venue, we have the ability and opportunity to encourage diversity, inclusion, and accessibility where we can. We are committed to being socially responsible and helping to build a stronger, diversified industry through providing opportunities for marginalised and underrepresented communities and promoting diversity and inclusion in our policies and practices. In the summer of 2022, we began work with Diversity Alliance to translate our desire to break down these barriers into a tangible commitment and are pleased to share our commitment for the future as well as the work we have completed so far.

# Our EDI Manifesto

**We commit to creating mutually beneficial partnership with a diverse range of service providers who align and commit to our EDI aims and objectives and organisational values**

We are committed to helping to build stronger, diversified supply chains through providing opportunities for marginalised and underrepresented communities. Our long term plans include developing a supplier diversity programme, that will help set diverse suppliers up for success, through education, resources and other methods of support.

**We commit to embedding EDI into our sales, marketing and communications strategy**

We will ensure our public messaging is inclusive, representational and accessible. We aim to attract a wider, more diverse audience by communicating our successes, cultivating an inclusive network, competitively pricing our product, ensuring representation and access in our marketing materials and advertising to a wide and diverse audience.

# Our EDI Manifesto

## **We commit to creating accessible, welcoming, and inclusive event spaces**

We aim to be known as a welcoming venue by embedding access and inclusivity considerations into all operational processes, product development, building changes and staff development.

## **We commit to fair and equal recruitment, to embedding EDI into the development of our team, to celebrating our diversity and to learning from each other in a safe space.**

We aim to recruit and retain an engaged, diverse and representative team. We commit to training, developing and celebrating all staff members and creating a safe space for team members to express themselves and give constructive feedback.

# Our EDI Vision

{10-11} Carlton House Terrace's vision is for an Events & Hospitality community that is genuinely diverse and inclusive, one that provides opportunities for a broad and diverse audience, network of suppliers and event professionals. We intend to play a greater role within the Events & Hospitality industry in making that so. The venue will focus on bringing about real change in equality, diversity, and inclusion at our institution and in the wider industry.

We acknowledge we have a collective responsibility for this policy and our commitments and that this should not be a static piece of work, instead we should strive for continuous improvement. Therefore, The Director, Head of Department, managers, supervisors, employees, and suppliers will take steps to ensure that this policy is observed by all staff, volunteers, and contractors in the course of their activities. This policy document will be reviewed when required as the result of a significant change and regardless within 5 years.





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We encourage all organisations within the events and hospitality industry to sign up to our manifesto or to develop their own with the help of industry partners Diversity Alliance.

[www.diversityalliance.co.uk](http://www.diversityalliance.co.uk)

If you wish to contact us please email  
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